



# job description

**Job title: Programming Administrator**

**Reports to: Lead Activity Programmer**

***Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL has to offer. We believe work should be a place where you can be your best and feel your best.***

**Purpose of the role:**

***What we'd like you to do:*** *To support the Regional Activity Programmers in the creation and uploading of guest activity programmes and rooming documents. Maintain a strong working relationship with our Customer Services and Programming teams and provide administrative support where required. Implement a 'One Best Way' approach adhering to standard processes and procedures to realise benefit across the PGL estate.*

## **Support the programming team to deliver a high-quality, fun and safe guest experience**

- Provide cover for Regional Activity Programmers when absent from the office (including all aspects of the role)
- Provide Support to wider programming team as directed by the Lead Activity Programmer, to ensure that peak workloads are manageable and KPIs met.
- Ensure our guests receive a high quality and tailored experience throughout the entirety of the guest journey by supporting the upload function of tailored guest activity programmes, visit itineraries and rooming plans.
- Assist the Regional Activity Programmers with the writing of guest activity programmes and rooming plans when required.
- Contribute to meeting key performance indicators set by the Programming Manager by pro-actively engaging with the Customer Services Team.
- Develop and maintain close working relationships with Customer Service and Programming Teams to ensure a positive pre-travel customer journey.
- Support with the management of the Guest Care Inboxes, ensuring queries and questions are responded to or passed onto the relevant teams and resolved within agreed SLAs.

## **Contribute to personal and colleague development with the ambition to create great leaders**

- Develop an understanding of the working practices of the Customer Services & Programming Teams to enhance the benefit of the guest experience.
- Take ownership of self-development, highlighting any skills gaps and training requirements to line manager.
- Seek feedback regularly to feed into performance reviews.

## **Immaculately implement policies, services and standards developed by the support centre**

- Meet and strive to exceed key performance indicators set by the Programming Manager.
- Advocate the 'PGL One Best Way' and embed best practice into standard processes and procedures.



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## **Embrace and promote a 'One Best Way' approach collaborating with other PGL functions**

- Develop an acute awareness and balance between commercial and operational functions. Provide our guests with a tailored activity programme and visit itinerary whilst considering operational impacts of guest requests.
- Assist in other departments and at other centres across the PGL estate as required.

*\* You may also be required to support alternative teams in project work or any other capacity across your centre or the business.*



# person specification

## Key competencies:

Competency statement	Competency Area
<ul style="list-style-type: none"><li>Takes responsibility for the delivery of an exceptional customer experience.</li><li>Identifies and seeks to understand customer requirements.</li></ul>	Customer Focus
<ul style="list-style-type: none"><li>Has the confidence to make decision within level of authority without referral to manager.</li></ul>	Decision Making
<ul style="list-style-type: none"><li>Looks for new or innovative approaches to solve the issue.</li></ul>	Change, Innovation & Problem Solving
<ul style="list-style-type: none"><li>Communicates and presents effectively.</li><li>Relates to others in a confident and relaxed manner.</li></ul>	Interacting and Presenting
<ul style="list-style-type: none"><li>Demonstrates commitment to PGL's vision, values and business priorities.</li></ul>	Personal Effectiveness

## Relevant experience:

	Essential	Desirable
Realising benefit of standardising process and procedure driven practices	✓	
Contributing toward meeting key performance indicators.		✓
Operational knowledge of activities offered on centres		✓

## Relevant qualifications:

	Essential	Desirable
Advanced Microsoft Excel skills with strong I.T competency in other software packages and systems	✓	
First Aid Training		✓
Full valid UK driving licence		✓

## Additional Information:

**Right to Amend** The company reserves the right to amend the job description in consultation with a colleague to reflect changes in the role.

**Safeguarding of Children** Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, all PGL colleagues will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.