

# PGL Job Description



## Job Title: Centre Operations Administrator

Reporting to: General Manager

### Main purpose of the role

To support the General Manager and Heads of Departments, provide data metrics, performance measures, finance, and system administration, ensuring focus on guest experience and operational effectiveness, while assisting colleagues with essential systems and tools.

As part of PGL you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a commitment to looking after you and your career.

### Responsibilities

#### Supporting the General Manager (GM) and leadership team to deliver against Key Performance Indicators (KPIs)

- Acting as the subject matter expert for key operational systems and platforms, staying updated on developments, supporting users, and responding to requests from Support Centre SMEs.
- Generate weekly and monthly management information on the centre's performance against KPIs by monitoring dashboards, pulling data, and highlighting trends, highs, and lows and tracking improvement plans.
- Coordinate and attend management meetings, including Leadership and Health & Safety meetings, managing invites, agendas, presentations, capturing notes, and ensuring follow-up on agreed actions.
- Digest weekly communications from central Operations, flag important information to the GM, track task completion, and collaborate with the Leadership team to create colleague communications through various channels.

#### Providing essential Financial and other admin and support on centre

- Oversee the 'purchase to pay' system (Compleat), including creating purchase orders and processing invoices, and monitor the 'food hygiene and safety management' system (Alert65) for timely and accurate completion.
- Support colleagues with the food payment system (Refuel Choices), online communications platform (Viva Engage); manage the uniform inventory, including dealing with queries, issuing spares, and coordinating recycling and returns and support the management of cash on centre.
- Maintain the centre's performance, colleague, and communal noticeboards to standard and update the organisational structure chart.



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- Assist Department Managers with ad-hoc administrative tasks and provide excellent customer service to internal and external customers, managing expectations sensitively, ensuring confidentiality, and communicating clearly and regularly.

## Contributing to personal development

- Take ownership of own personal development ensuring enrolment of self onto training and raising in 1:1 meeting with line manager any development needs and progress against performance objectives.
- Attending and contributing to role specific, centre and group wide conferences, meetings, and events

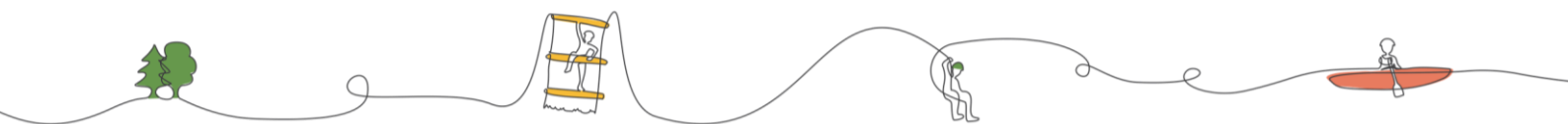
## Useful Information

Our centre is transforming to better position us to support the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties and responsibilities, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

## Person Specification

Education, Experience & Achievements	Essential	Desirable
Functional Skills L1 or GCSE Grade D-E in Maths and English	✓	
Functional Skills L2 or GCSE Grade A-C in Maths and English		✓
First Aid Training		✓
Proficient use of Microsoft applications including Excel, Word, Outlook, PowerPoint and Forms	✓	
Digital collaboration skills inc. Microsoft 365 file sharing, SharePoint, Microsoft Teams, Engage		✓
Experience using various digital platforms including Compleat (invoicing), Alert65 (Food Hygiene & Safety Management), Watermelon (Customer feedback), Cornerstone (Learning Management System, known in PGL as 'Strive')		✓
Previous administration experience	✓	
Data entry and analysis experience		✓

Skills & Knowledge	Essential	Desirable
Strong communication skills, both written and verbal	✓	
High attention to detail	✓	
Financial reporting		✓



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Personal Attributes	Essential	Desirable
Ability to collaborate effectively with others	✓	
Communicates and presents effectively; with passion, energy, and enthusiasm	✓	
Treats people in a fair, consistent, and respectful manner and values diversity	✓	
Manages own time and workload effectively	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	
Full UK Drivers licence		✓

## Additional information

### Environmental & Social Governance (ESG)

You are required to support and champion our Better Beyond Adventure Environmental Social Governance strategy whilst supporting our B Corp certification.

This requires personal, departmental and company-wide level support through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to understand how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be supporting our B Corp certification and role modelling our PGL Beyond values.

### Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS or PVG in Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

### Our Values



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Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

## Right to amend

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

Job description updated on 23/05/2024.

