

# PGL Job Description



## Job Title: AIGL Team Leader

**Reporting to:** Guest Experience Assistant Manager / Guest Experience Manager

### Main purpose of the role

Leading a team of AIGLs to deliver a safe, engaging, and enjoyable experience in a residential outdoor setting. Supporting the smooth running of the operation to ensure our guests' needs are met.

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 promise to look after you and your career.

### Responsibilities

#### To lead and manage a team of Activity Instructors and Group Leaders (AIGL)

- Lead, motivate, and inspire your team to deliver an excellent guest experience, acting as a role model by demonstrating the highest standards of behaviour.
- Deliver practical and engaging training to colleagues ensuring they are well-equipped to perform their roles.
- Monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to support development and career progression.
- Promote health, wellbeing, and personal development principles, enabling your team to reach their full potential.
- Use People Management processes to address performance and conduct concerns, improving standards.
- Complete all administrative tasks involved in being a people manager from colleague welcome to departure. This includes tasks such as right to work checks, keeping colleague records up to date (appraisals, absence related paperwork, employee relations paperwork and qualifications) and completing the relevant departure checks.

#### To oversee the delivery of safe, engaging and enjoyable activities and evening activities to our guests

- Manage the daily operations of the guest experience department, ensuring smooth and efficient functioning.
- Monitor and ensure that activities and evening activities comply with PGL's guidelines, standards, and policies.
- Support AIGLs in adapting their delivery to meet the diverse needs of PGL guests and products.
- Prevent incidents, accidents, and safeguarding issues, and lead investigations and implementations of changes when necessary.



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- Oversee equipment and base management, provide first aid cover, support programming tasks, and lead contingency planning and last-minute changes.

## To provide high levels of customer care in a residential outdoor setting

- Ensure an excellent guest experience, from creating great first impressions on arrival to engaging with guests throughout their stay.
- Gather and share guest feedback through formal and informal opportunities, and promptly address guest issues and complaints.
- Act as a point of contact for parents of unaccompanied guests and support other departments as needed.
- Serve as an overnight on-call duty manager on a rota basis.

## Useful Information

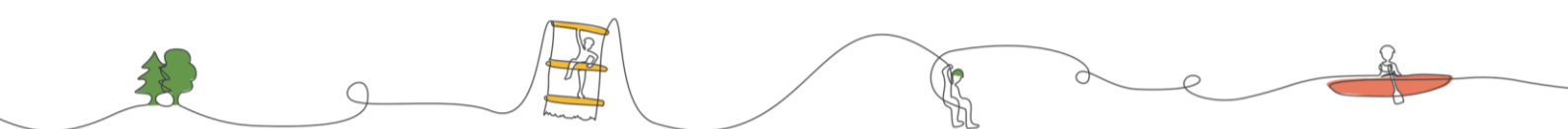
Our centre is transforming to better position us to support the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive, and it is anticipated that the contents will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

## Person Specification

Education, Experience & Achievements	Essential	Desirable
First aid qualification	✓	
Experience of working with children and young adults	✓	
Experience of leading and managing teams in a team leader or supervisory role		✓
Experience of giving constructive and developmental feedback		✓
Level 3 award in Leadership and Management		✓
Level 3 award in Education and Training		✓
GCSE Grade D or equivalent (e.g. Functional Skills Level 1) or above in English, or willing to work towards it		✓
Relevant outdoor instructor qualifications		✓
A minimum of 3 months as an outdoor instructor or group leader (or equivalent)		✓

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	
Ability to lead a team and deliver results		✓

Personal Attributes	Essential	Desirable
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Manages own time and workload effectively to focus on best value activities.	✓	
Develops and maintains effective working relationships with others.	✓	
Delivers an exceptional customer experience.	✓	
Communicates and presents effectively; with passion, energy and enthusiasm	✓	
Treats people in a fair, consistent, and respectful manner and values diversity	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	

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, delivery and decision-making around ESG, upholding company and department ESG goals and targets, and managing your team of ESG allies in a way that fosters a culture passionate about people and the planet.

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



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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

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 23/07/2024

