

PGL Job Description



Job Title: Front of House Manager

Reporting to: Catering Manager

Main purpose of the role

To support dining room efficiency and provide additional management for the Catering Team, ensuring the highest standards in food, dietary, and allergen safety as a critical part of the guest experience.

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

Compliance: Ensure that the food service operation is in line with legislation and industry best practise, regarding health and safety, food safety and allergen management, thus demonstrating a strong understanding of PGL's HACCP system

- Regularly walk the floor to ensure front of house areas meet high cleanliness and hygiene standards.
- Understand menus and allergen implications and liaise with Head Chefs and the Catering Manager on dietary issues.
- Monitor due diligence records, advise on corrective actions for Critical Control Point (CCP) failures, and train the front of house team on food safety and HACCP procedures.
- Conduct risk assessments in the dining room, maintain a safe working environment, and ensure all equipment is properly maintained.

Customer: Deliver a smooth, efficient dining room operation, which delivers an exceptional service for guests and visitors

- Manage front-of-house operations during meal services, ensuring a well-presented, stocked, and maintained dining environment while providing excellent customer service and addressing service failings for ongoing improvement.
- Act as the first point of contact for guests, capturing feedback, responding to queries and complaints, and working closely with the kitchen team for efficient service and minimal waste.
- Provide assistance to the team during busy periods, continuously assess ways of working, escalate issues appropriately, and assist colleagues with Refuel queries in the dining room.

Colleague: Contribute to personal and colleague development with the ambition to create great leaders:



PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

- Provide line management, training, and on-the-job coaching to ensure front of house colleagues deliver high-quality guest experiences, delegating tasks effectively and managing performance.
- Manage cross-departmental working relationships, set expectations, allocate resources, and monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to support development and career progression.
- Utilise PGL's Strive Learning Management System to track front of house team training, schedule colleagues within the dining room, support department resourcing, and inspire a strong team ethos through exemplary management.

Commercial: Manage financial aspects of food service to ensure maximum value for money and effective cost control

- Lead cross-functional meetings and oversee staffing, recruitment, workforce planning, attrition, holidays, and performance updates for the team.
- Manage purchasing within the approved supply chain, conduct ordering and receipting of goods through PGL's payment system, Compleat.
- Consider environmental concerns in departmental operations, including waste management and broader environmental issues across the centre.

Manage yourself improving own CPD and carry out other duties required for the running of PGL centre operations

- Ensure information flow between departments, implement action plans across catering operations, and serve as a positive role model across the centre.
- Continuously improve skills and knowledge in catering and management, participate in centre management, and deputise for the Catering Manager as needed.

Assist with centre specific duties associated with a residential children's activity centre

- Contribute at a senior level to the daily operations of a residential activity centre, attending and contributing to meetings, handling staff queries, emergencies, conducting on-call duties, and aiding across departments and other PGL centres as needed.

Useful Information

Our centre is transforming to better position us to assist 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



PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Education, Experience & Achievements	Essential	Desirable
Line management – Proven experience of coaching and mentoring, reports to empower decision making	✓	
Management of employee relation and welfare issues, at an appropriate level of severity	✓	
Experience of creating and delivering effective training	✓	
Level 3, or above, Leadership and Management qualification		✓
Level 3, or above, Education and Training qualification		✓
First Aid Training / First Aid Trainer		✓

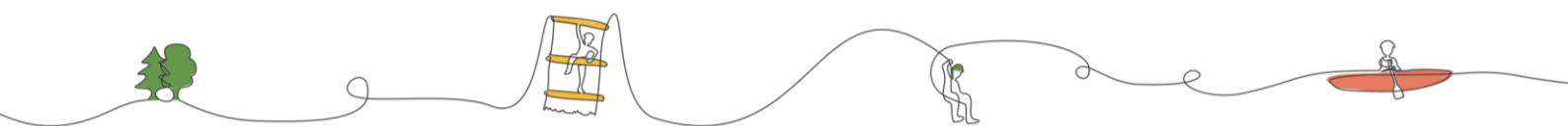
Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	
Ability to manage, mentor and develop individuals and teams to fulfil their potential	✓	
Looks for new or innovative approaches to solve the issue	✓	
Relates to others in a confident and relaxed manner	✓	
A proficient level of English	✓	
Knowledge of catering	✓	
Dietary and allergen knowledge	✓	
Knowledge of mass catering operation best practice	✓	

Personal Attributes	Essential	Desirable
Accurate with a high attention to detail	✓	
Ability to work effectively with others	✓	
Genuine commitment to Equality and promoting the Values of diversity	✓	
Communicates and presents effectively; with passion and energy	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	
Demonstrates commitment to PGL's vision, values and business priorities.	✓	
Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo	✓	

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

Additional information

Environmental & Social Governance (ESG)



PGL Job Description



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

This requires personal, departmental and company-wide level participation, 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 appreciate 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 assisting 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

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 27/06/2024.

