

# PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

## Job Title: Guest Experience Manager

Reporting to: General Manager

### Main purpose of the role

To support the delivery of high-quality, safe, and fun guest experiences, you will be accountable for leading and managing the overall guest experience team on centre. You will ensure that your team immaculately implements PGL policies, services, and standards, including the delivery of activities, guest engagement, requirements, and feedback. As the final escalation point, you will handle all matters related to guests and colleagues within the guest experience team.

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

#### Deliver a high-quality, fun and safe guest experience

- Implement the PGL guest experience strategy on-site, ensuring consistent high standards across all guest interactions.
- Supervise activity delivery to ensure adherence to standards and protocols, providing guidance and support to activity colleagues.
- Manage on-site guest experience from arrival to departure, fostering positive feedback and addressing concerns promptly.
- Proactively engage with guests, resolve concerns, and identify areas for improvement through regular interaction and feedback sessions.

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

- Monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to support development and career progression.
- Use People Management processes to address performance and conduct concerns, improving standards including leading or supporting disciplinaries, risk assessments and investigations as required.
- Ensure the Guest Experience team is well-equipped with skills to deliver high-quality and safe experiences, conducting regular reviews and setting clear objectives.
- Prioritise the welfare and wellbeing of team members, fostering a supportive and inclusive work environment and facilitating feedback processes.

#### Immaculately implement policies, services, and standards



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- Take responsibility for implementing and maintaining safeguarding policies across the guest experience team in alignment with PGL standards.
- Work with the Lead Activity Technician and Facilities Manager to ensure adherence to safety protocols, equipment maintenance, and continuous improvement initiatives within the guest experience.
- Coordinate with the Lead Activity Technician and Facilities Manager to prepare for and meet internal and external compliance audits effectively.
- Ensure all products - including Kids Camps, International, Families as relevant - meet required operational standards.

## Embrace and promote a 'One Best Way' approach working with other centre functions

- Maintain a proactive guest-facing presence to ensure guests are supported and colleagues provide a safe and enjoyable experience.
- Provide cover and perform duties on behalf of the General Manager during absences, ensuring seamless operations.
- Conduct leadership activities within the centre, including cross-functional meetings and participation in duty rotations.
- Work with support centre teams to communicate trends, feedback, and contribute to shaping the future direction of the PGL Guest Experience strategy.

## 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

Education, Experience & Achievements	Essential	Desirable
Understanding of PGL standards, policies and best practice	✓	
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	✓	
First Aid Training	✓	
Experience of creating and delivering effective training	✓	
Level 3, or above, in Leadership and Management		✓
Level 3, or above, in Education and Training		✓

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	



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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	✓	

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, energy and enthusiasm	✓	
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)

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

cThis 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 understand how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing



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- 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 25/07/2024.

