



# person specification

**Job title: Guest Experience Manager CDE**

**Reports to: General Manager**

***Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL offers. 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:*** Reporting into the General Manager, you will be accountable for leading and managing the overall guest experience team (comprising of the team of Group Coordinators and Team Leaders) on centre, to deliver high quality, safe and fun, educational guest experiences. You will be accountable for your team immaculately implementing NST/PGL policies, services and standards including the delivery of excursions, tours and evening activities, plus guest requirements, engagement, and feedback. You are the final escalation point for all matters related to guests and colleagues within the guest experience team. You will also deputise for the General Manager in their absence

**Deliver a high-quality, safe and fun educational guest experience:**

- Accountable for interpreting, implementing and executing the NST/PGL guest experience strategy – on centre - to ensure a consistently high standard of delivery
- Oversee the delivery of excursions, tours and evening activities, ensuring that standards and protocols are followed
- Manage those responsible for the on and off centre guest experience, from arrival to departure, ensuring positive on site and post-visit feedback, resulting in future and repeat business.
- Early and regular guest engagement and communication to mitigate and minimise guest issues e.g. leading cheese and wine sessions.
- Be a visible presence on centre and off site, regularly floor walking to interact and liaise with Guests. Pro-actively managing, seeking face to face feedback, resolving concerns and promoting quality safe and fun, education.
- Identification of course corrective action to continuously improve and enhance processes, activities and ways of working. Accountable for the overall successful implementation of those actions.
- Accountable for the overall welfare and safeguarding of guests on centre, ensuring that the correct measures are in place to protect guests and colleagues.
- Line management of the Guest Care Team Leaders to support and develop their knowledge, expertise and qualifications across excursions, tours and evening activities
- Empower the Team Leaders to continually seek new and better ways to deliver excursions and evening activities.
- Accountable for delivery to the complexities of guest needs, and variations from schedule by exception.
- Communication with party leaders (pre visit) as appropriate – to discuss SEND requirements, Tour, Activity and itinerary adaptations
- Build effective working relationships with the NST support centre team; using clear communication to ensure all pre-arrival information is complete and sent on time
- Daily liaison with staff and Party Leaders to gauge the level of individual welfare and customer satisfaction, to communicate any feedback to Department Heads and General Manager and to take the lead in the positive use of comments and feedback on Centre
- Oversee staff scheduling requirements including management of holiday and resourcing solutions for Peak



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

- To deliver initial and on-going training and motivational management of the Group Coordinators and Team Leaders, including induction, excursion training and assessment, regular meetings and delivering feedback.
- Lead, motivate and inspire colleagues, and role model the right behaviours and PGL “One Best Way”.
- Line management of team members including, conducting probationary and mid-point reviews, creating Personal Development Plans, facilitating training requirements, supporting career conversations and conducting regular 1:1 sessions.
- Accountable for ensuring the guest experience team is equipped with the necessary skills to train, monitor, performance manage and develop the Guest Experience team to deliver high-quality, safe & fun, educational safe experience. Ensuring that all line managers within the team are conducting timely 1:1s with their teams, to set objectives, develop PDPs and conduct monthly reviews.
- Ensure all colleagues within the Guest Experience team are supported with their welfare and wellbeing needs.
- Ensure a welcoming environment on centre for colleagues and manage processes giving opportunity for feedback on their experience.
- Plan and leads inductions to welcome new colleagues.

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

- Collaborate with the Team Leaders and Facilities Team to confirm that;
  - Activity areas and equipment due diligence is being followed.
  - The Guest Experience team are sufficiently equipped to deliver high quality, fun, educational and safe guest experience.
  - Health & safety and delivery standards are being monitored and a culture for continuous improvement, corrective support and identifying training & development needs exists.
  - Accident, incident and near miss is being recorded and corrective action is being implemented.
- Collaborate with the Team Leaders and Facilities Team to prepare and successfully meet the standards set for internal and external compliance audits.
- Assist the GM where required to collaborate with the Catering Manager to prepare and successfully meet the standards (both French and NST/PGL) for daily delivery plus internal and external compliance audits.
- Jointly accountable with the General Manager for ensuring safeguarding policies and processes are implemented and maintained throughout the guest experience team, in line with NST/PGL and French safeguarding policies and expectations
- Ensure regular updates, linked to changes to relevant policies or legislation are communicated and cascaded to relevant teams.
- Lead or support disciplinaries, risk assessments and investigations as required.
- Oversee the management of immediate and strategic workforce planning, recruitment needs, attrition, holidays, training needs and performance statistics relating to the Guest Experience team

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

- Provide a pro-active ‘guest facing’ presence on centre observing and ensuring that guests are supported and colleagues are providing a fun, educational, and safe experience.



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- Provide cover for and carrying out appropriate duties on behalf of the General Manager during absences etc
- Conduct centre leadership activities including cross- functional meetings and participation in the duty rota.
- Share knowledge and insights across the wider PGL centre network.
- Support and regularly engage with relevant support centre teams, to communicate trends, feedback and shape the future direction of the NST/PGL Guest Experience strategy for Tours.

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

## Key competencies:

| Competency statement  | Competency Area                      |
|---|--------------------------------------|
| <ul style="list-style-type: none"> <li>• Takes responsibility for the delivery of exceptional customer experience.</li> <li>• Identifies and seeks to understand customer requirements.</li> <li>• Develops and maintains a meaningful relationship with the customer.</li> </ul> | Customer Focus                       |
| <ul style="list-style-type: none"> <li>• Ability to manage, mentor &amp; develop individuals to fulfil their potential</li> </ul>   | Leadership & Management              |
| <ul style="list-style-type: none"> <li>• Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo.</li> <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 |
|---|-----------|-----------|
| Line management – Proven experience of coaching and mentoring, reports to empower decision making | ✓         |           |
| Management of employee relations and welfare issues, at an appropriate level of severity          | ✓         |           |
| Knowledge of excursions and activities offered  | ✓         |           |
| Experience of creating and delivering effective training  | ✓         |           |
| Risk Management   | ✓         |           |
| Understanding of PGL standards, policies and best practice  |           | ✓         |

## Relevant qualifications:

|  | Essential | Desirable |
|--|-----------|-----------|
| Level 3, or above, Leadership and Management qualification |           | ✓         |
| Level 3, or above, Education and Training qualification    |           | ✓         |
| First Aid Training / First Aid Trainer                     |           | ✓         |



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|  |   |   |
|--|---|---|
| Full valid driving licence                 |   | ✓ |
| Competent French language CEFL B2 or above | ✓ |   |

***Additional Information:***

**Right to Amend** The company reserves the right to amend the job description in consultation with the member of staff 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; or equivalent police check based on the individuals' recent countries of residence. Additionally, all PGL staff 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.