

PGL Job Description



Job Title: Guest Support Assistant

Reporting to: Guest Experience Assistant Manager / Guest Experience Manager

Main purpose of the role

To support the guest journey, deliver exceptional guest service and assist with operational tasks essential for the day-to-day running of the centre.

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

Manage the Centre reception during opening hours, providing a positive and friendly welcome to guests and visitors

- Be accountable for guest and visitor entry and exit to centre, ensuring correct communication at gate and that sign in and sign out processes are followed
- Answer telephone enquiries, ensuring messages are recorded and forwarded appropriately, and handle reception requests efficiently.
- Maintain the office/reception environment and ensure appropriate cover during busy periods.
- Monitor the centre inbox, answer enquiries, manage lost property, and provide direction and information to guests.
- Escalate queries to the appropriate team and cater to guests requiring additional assistance.

Provide an administrative service to the Centre:

- Liaison with centre teams and programmers to ensure all printed information is up to date and accurate.
- Provide the Guest Experience team with the documentation needed to facilitate guest arrivals and activities.
- Management of own workload to ensure that administrative tasks can be carried out when there is appropriate cover and does not impact busy periods of visitor/guest arrivals

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

- To complete all directed administration tasks accurately, ensuring confidentiality and working towards required deadlines.
- Welcome and oversee visitors on centres (e.g. contractors, parents etc) and ensure they complete relevant paperwork, and (where required) demonstrate DBS status.
- Assist in other departments as required



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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
Experience in delivering high levels of customer service	✓	
Experience of working with children and young adults		✓
First Aid Training		✓
GCSE Grade A-D or equivalent (e.g. Functional Skills Level 2) in English and maths	✓	
Previous experience in an administration-based role		✓

Skills & Knowledge	Essential	Desirable
Good organisational skills	✓	
Ability to work as part of a team and deliver results	✓	
A proficient level of English	✓	
IT literate in a range of MS Office applications (Excel, Word, SharePoint, Teams, Outlook, PowerPoint etc.)	✓	

Personal Attributes	Essential	Desirable
Ability to work effectively with others	✓	
Delivers an exceptional customer experience	✓	
Acts in a manner that upholds the values of the organisation and benefits our reputation	✓	
Assist and encourage teammates in the development of their skills	✓	
Complies with all relevant policies and procedures	✓	

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

Additional information

Environmental & Social Governance (ESG)



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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 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 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 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.

