



## Job Title: Lead Activity Specialist

Reporting to: Guest Experience Manager

### Main purpose of the role

To support high-quality, enjoyable, and safe activity delivery for our guests, taking ultimate responsibility and serving as the expert consultant for activity delivery and as the specialist resource for the Guest Experience team. Ensure the Guest Experience team receives proper training, development, and monitoring to flawlessly implement PGL policies, services, and standards.

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

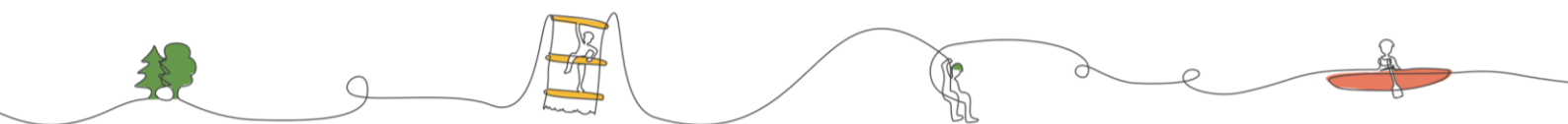
- Responsible for equipping the Guest Experience team with the necessary training, skills and competencies to cater for all guests including those with additional needs.
- Maximise the quality and fun of activities whilst minimising the risks associated.
- Gather, share and respond to activity feedback from guests.

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

- Provide expert consultation, coaching, mentoring and training to the Guest Experience team when requested or necessary.
- Provide training to implement and manage the Active Workplace Monitoring policy.
- Support the development of all Guest Experience colleagues for delivering activities offered by the centre.
- Work with subject matter experts across PGL to continually enhance training programmes and remain current and compliant with industry best practice.
- Take ownership of personal development ensuring enrolment of training and raising development objectives with the line manager during 1:1 meetings.

#### Immaculately implement PGL's policies, services and standards

- Ensure activities are consistently delivered to high standards, meeting guest expectations.
- Work closely with the Lead Activity Technician to support their responsibilities concerning activity bases, equipment, health & safety, compliance and standards



# PGL Job Description



- Support the monitoring of incidents and accidents, carry out investigations and strive for their prevention in liaison with the Safety and Compliance Team.

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

- Act in a 'Duty Manager' role when required, taking responsibility for the wider operation of centre in the General Manager / Guest Experience Manager's absence.
- Contribute to senior leadership activities across centre including functional meetings and duty rota.
- Input into strategic workforce planning, recruitment, attrition and performance metrics for the centre.
- Lead or assist with disciplinaries, risk assessments and investigations as required and lead or support inductions to welcome new colleagues.

## 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	✓	
Experience in Off ground Ropes Supervision or management or Ropes Access (ERCA or IRATA or similar)	✓	
Experience and knowledge of periodic Operational Inspections of Rope Course Elements, Bases and PPE inspection	✓	
First Aid Training / First Aid Trainer	✓	
Delivery of high-quality training for activities	✓	
Experience of implementing relevant activity training and performance monitoring	✓	
Relevant National Governing Body qualifications to a supervisory level	✓	
PPE inspector		✓
Ropes Course Operational Inspector &, or Wood Pole inspector &, or Wire Rope Inspector		✓
Level 3, or above, in Leadership and Management		✓
Level 3, or above, in Education and Training		✓



# PGL Job Description



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	✓	

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)

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:



# PGL Job Description



- 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 25/07/2024

