

# PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

## Job Title: Regional Operations Manager France

Reporting to: Chief Operating Officer

### Main purpose of the role

To support the best possible guest experience in France, you will lead Centre General Managers, ensure exceptional and safe standards, manage national purchasing for revenue and profit, and be the lead for PGL in France - liaising with UK support centre departments to ensure the immaculate implementation of companywide systems and initiatives in France.

As part of PGL Beyond 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.

You will have strong business acumen and understand the complexities of operating within the French regulatory and legal framework. This includes knowledge of labour laws, tax regulations, and business registration requirements in France. Your ability to navigate these will ensure the smooth operation of PGL's French sites. You will take responsibility and hold the Delegated powers (Les Pouvoirs Délégués) on behalf of PGL Beyond for the three business structures in France, this includes representation before public authorities.

You are fluent or possess strong proficiency in French and English, with excellent verbal and written communication skills in both languages, enabling you to interact effectively with local authorities, stakeholders and colleagues of both nationalities

### Responsibilities

#### Developing a brilliant, happy, healthy and motivated team

- Motivate and support a team of General Managers to excel, upholding high personal standards and acting as a role model.
- Monitor and coach managers, supporting their development to achieve targets and deliver outstanding customer service.
- Proactively develop and inspire your team, identifying talent early and ensuring a clear succession plan.
- In partnership with PGL France's P&C department, nurture a culture of healthy working practises that contributes to employee well-being and happy colleagues thriving in an inclusive and respectful residential workplace environment.
- Drive People and Culture values, coordinate and collaborate with PGL France's P&C and Resourcing departments, to ensure effective problem-solving and resource management.

# PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

## Deliver excellent customer experience

- The PGL Product must be delivered with excellence to each guest, always adhering to our standards throughout the business.
- You must be customer centric and engender a culture focused on customer feedback, ensuring that this is acted upon and celebrated where appropriate.
- A role model for many, you must have gravitas and presence. Everything you do is for our customers, so you must set an example of 'surprise and delight' to your teams.
- Your team need measurable objectives, so they are clear they are performing as we need them to. These need to be constantly talked through to give them the best chance of achieving them.

## Health and Safety

- Ensure the highest industry standards for Health and Safety, fulfilling French and British requirements, maintaining external stakeholder benchmarks, and ongoing accreditation with the Safety Commission.
- Drive a Health and Safety Culture across all sites, ensuring the highest operational compliance, overseeing the management of risk assessments, and embedding a culture and collective accountability for workplace Health and Safety
- Be an active member of the PGL Health and Safety Committee representing France, attending quarterly meetings
- Act as the Safeguarding Lead for PGL France and member of the Safeguarding Committee, promoting and ensuring best practices in safeguarding of both customers and colleagues in a residential setting.
- Manage actions from internal and external audits, coordinate with UK Support Centres on insurance matters.

## Budgets and Planning

- Set ambitious yet realistic targets to maximise profits without compromising standards or safety and lead necessary changes to achieve these targets.
- Ensure productivity, efficiency, and value for money are central to all obligations, including supervising purchasing, costs, and quality across all centres.
- Manage, analyse, and monitor the financial performance of the centres, taking corrective action when needed and developing plans to enhance profitability and customer experience.
- Develop and update 5-year development, investment, and maintenance plans, providing sound recommendations for capital investment and delivering costed business cases for new projects.
- Identify and pass on local sales opportunities to the Commercial team.

## Making PGL the very best it can be

- Lead PGL France, driving development strategies, ensuring high regard and respect for Centres, and maintaining Youth and Sport accreditation.

# PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

- Promote best practices, challenge the status quo, and contribute to PGL's leadership, projects, and development efforts.
- Engage effectively with the local community, positioning Centres as destinations of choice for guests and prospective employees.

## Useful Information

Our Operations function 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
Management training	✓	
Training & experience in Safeguarding	✓	
Health and Safety Level 4 or equivalent	✓	
Experience of managing multi-sites	✓	
Experience of Health and Safety management within residential, catering, and facilities management sectors	✓	
Experience of Health and Safety management within the Outdoor Sport/Nature industry		✓
Experience of managing and leading teams	✓	
Experience in customer service and relations in a customer-focused environment	✓	
Experience in project management	✓	
Experience of budget management, and a good understanding of the internal and external issues related to this management	✓	

Skills & Knowledge	Essential	Desirable
Knowledge of French business structures and practises	✓	
Knowledge of ACM establishments and ways of working		✓
Demonstrate that customer service quality and staffing targets have been met	✓	
Negotiate contracts and services with subcontractors & suppliers	✓	
Motivate and inspire teams through exemplary behaviour and management	✓	
Be self-motivated, dynamic, energetic, and able to make the right decisions	✓	
Commitment to improving performance in all areas	✓	

# PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Excellent verbal & written communication skills in French and English	✓	
Proficiency in office automation tools and the Office pack	✓	
You will have worked in a position requiring autonomous working and the ability to prioritise effectively, you will have experience of running a multi-site operation	✓	

Personal Attributes	Essential	Desirable
Develop the potential of employees and teams; giving them the means to maximise their performance	✓	
Identifies and sets strategic goals, taking action to achieve them	✓	
Develops a customer experience culture	✓	
Demonstrates understanding of customer needs and expectations, focusing on customer satisfaction	✓	
Leading and supporting organisational change. Be open to new ideas, promote continuous improvement and innovation	✓	
Set and enforce standards; act with integrity and enhance the organisation's reputation	✓	
Demonstrates leadership and the ability to give direction, make clear decisions and take responsibility	✓	
Create a positive team dynamic and build a pool of future talent	✓	
Develop strong relationships and effective partnerships	✓	
Demonstrate resilience, flexibility, adaptability, and drive	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check, Casier Judiciaire Bulletin 3 or Overseas Police Check	✓	
Full Drivers licence	✓	
Right to work in France	✓	

## Additional information

### Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst supporting 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:

# PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

- 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.

## **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 02/09/2024.