

PGL Job Description



Job Title: Retail Team Leader

Reporting to: Retail Manager

Main purpose of the role

To support the smooth running of the on-site retail operation, work closely with the Retail Manager and General Manager to exceed financial targets, and ensure compliance with Health and Safety measures and PGL Retail standards whilst providing quality line management of the Retail Assistants.

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

To lead and manage a team of Retail Assistants

- Lead, motivate, and inspire your team to deliver an excellent guest experience, acting as a role model by demonstrating the highest standards of behaviour.
- Deliver practical and engaging training to colleagues ensuring they are well-equipped to perform their roles.
- Monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to support development and career progression.
- Promote health, wellbeing, and personal development principles, enabling your team to reach their full potential.
- Use People Management processes to address performance and conduct concerns, improving standards.
- Complete all administrative tasks involved in being a people manager from colleague welcome to departure. This includes tasks such as right to work checks, keeping colleague records up to date (appraisals, absence related paperwork, employee relations paperwork and qualifications) and completing the relevant departure checks.

To maximise the centres retail operation

- Manage the retail gift shop and vending machines to ensure high standards of customer service, cleanliness, stock availability, and minimal wastage through effective stock management and rotation.
- Conduct timely stock takes, manage orders, and maintain accurate stock files, ensuring maximum availability and minimal wastage.
- Collaborate with various teams to ensure adequate colleague levels and integrate guest visits to the gift shop, aligning with PGL standards for a seamless experience.



PGL Job Description



- Drive sales and profitability through customer feedback, innovation, effective merchandising, and participation in retail calls and events, ensuring alignment with retail priorities and commercial targets.

Maximise department productivity and profitability

- Assist the Retail Manager in placing orders and managing stock deliveries.
- Minimise wastage by implementing date rotation and monitoring ordering levels.
- Ensure proper cash handling procedures and accurate stock takes.
- Collaborate with the Retail Manager to organise events and drive footfall to the social hub, handling purchase orders and invoices as per Company guidelines.

Ensure the H&S and compliance of the retail operation are consistently met

- Ensure compliance with all statutory requirements, including bar licensing standards, for the Retail operation.
- Uphold company policies and PGL Standards to maintain high operational quality.
- Meet PGL Retail and external audit requirements, ensuring diligent follow-up on action points.
- Adhere to all risk assessments and Health and Safety Standards for a safe and secure environment.
- Ensure accurate accounting of daily on-site revenue and prepare it for weekly banking, adhering to financial protocols and timelines.

Assist with centre specific duties associated with a residential children’s activity centre.

- Support operations across various departments, including Catering, Housekeeping, and Maintenance as needed, and provide overnight on-call Duty Manager coverage on a rotational basis, including assistance at other PGL centres when necessary.

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		✓
Previous retail and or bar experience	✓	
Experience of leading and managing teams in a team leader or supervisory role	✓	



PGL Job Description



Experience of giving constructive and developmental feedback	✓	
Level 3 award in Leadership and Management		✓
GCSE Grade D or equivalent (e.g. Functional Skills Level 1) or above in English, or willing to work towards it	✓	
Experience of cash handling and processing		

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	
Ability to lead team and deliver results	✓	
A proficient level of English	✓	

Personal Attributes	Essential	Desirable
Manages own time and workload effectively to focus on best value activities	✓	
Develops and maintains effective working relationships with others	✓	
Takes responsibility for the delivery of an exceptional customer experience	✓	
Communicates and presents effectively; with passion, energy and enthusiasm	✓	
Treats people in a fair, consistent, and respectful manner and values diversity	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	
Full UK Driver's license		✓

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:

- Our places, our planet



PGL Job Description



- 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.

