



# job description

<b>Job Title:</b> Program Manager	<b>Reports to:</b> Centre Manager
<b>Award Classification:</b> Managerial - above Award rates applicable	

***At PGL, our purpose is to enrich young people's lives. We live by our values of Teamwork, Fun, Respect, Inclusivity, Quality and Safety.***

***Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL has to offer. Our team are dedicated to providing the very best and safest experience to our guests – nothing is too much trouble.***

## ***Purpose of the role:***

A strong people manager and communicator who can provide clear direction and motivation to their team to set and achieve objectives and KPIs, in conjunction with support and direction from and to the Centre Manager ensuring guests receive the best experience possible.

## ***What we'd like you to do:***

### **Ensure safe and effective delivery of the operation**

- Lead and take responsibility for all aspects of Health and Safety for your department. Ensure all actions are followed up in a timely and appropriate manner.
- Take responsibility for monitoring and supporting Centre Managers. to be visibly compliant with existing and new safety standards; including ongoing management of all relevant safety framework documentation.
- Use the centralised software systems to access and update required information (rooming, activities, catering etc.).
- Upload feedback forms and relevant post camp information to each groups file for future reference.
- Liaise with all departments and groups to communicate programs and respond to changes.
- Ensure through training, assessment and regular monitoring that the STAR program is fully implemented for AIGL Team Leaders and front line AIGL colleagues.
- Ensure there are sufficient resources to safely and effectively deliver the guest product using both Australian and UK suppliers.
- Manage resources within given budgets or cost parameters as required by the Centre Manager.
- Take responsibility for ensuring company and external requirements are met and that all inspections are passed with only development points – represent centre internally and externally.
- Carry out activity audits and where health and safety standards can be improved, offer corrective support, training and development.
- Support and train Team Leaders in conjunction with the Lead Technical Advisor, Centre Managers and Australian Support Centre colleagues.
- Take responsibility for the implementation of the PGL Off-ground assessment scheme in conjunction with the Lead Technical Advisor and be prepared to assess colleagues against the published standards (depending on experience and approval from the Lead Technical Advisor)
- Coordinate the creation of rooming plans
- Take responsibility for the recruitment, induction, and placement of AIGL staff.
- Effectively manage deployment of colleagues and resources between centres.



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## Ensure safe and effective guest care

- Ensure (in conjunction with the Sales and Customer Relations Consultants) that objectives and specific requirements of Party Leaders have been ascertained prior to their arrival, and that Group Leaders alongside the facilities are prepared and ready to welcome guests to the camp.
- Be the primary point of contact for key guest / group information and communication on centre. Including planning and sharing with all colleagues, rooming (in conjunction with HK Manager), programming and staffing plans.
- Ensure there is no single point of failure in providing, sharing and implementation of key group information.
- Ensure effective communication with Party Leaders (PLs) throughout their time on centre and that all feedback given whilst on centre is reacted to appropriately and immediately.
- Ensure that all aspects of the delivery program are exceptional.
- Monitor and ensure compliance of all Excursion and Evening Program Risk Assessments, Stock and Safety checks, ACOP's and NOP's.
- Take responsibility for guest feedback; striving to exceed expectations across all aspects of a groups stay.
- Communicate any feedback to Centre Managers so steps can be taken to rectify and improve offering based on comments and feedback.

## Support the wider operation of centre striving to continue development of the product, the people and the guest experience across Maintenance, Catering, Housekeeping, People & Culture, Facilities and Finance.

- Deputise for the Centre Manager and be the point of contact and "person in charge" when the Centre Manager is not on site.
- Contribute at meetings, workshops and training events both internally and externally.
- Monitor and react to all incidents and guest feedback in areas of influence.
- Be prepared to lead business wide OH&S meetings and act on findings.
- Participate in (and lead when required) centre feedback meetings and ensure all feedback communication is entered and actioned for your department.
- Report to the Centre Manager any Health and Safety issues identified that have not been resolved.
- Work with other Centre Managers and senior staff across the company when required to drive and deliver improvements identified, through forums, meetings, training and senior assessment events.
- Work with direct reports on their Personal Development Plans (PDP) identifying areas where you can directly train or develop the individual through support, training or mentoring.
- Ensure own PDP/CPD is sufficient to maintain qualifications, credibility and PGL/Industry knowledge.
- Investigate and deliver disciplinary hearings and interviews as and when required to manage colleagues across centre/s.



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## Develop a high performing and engaged team

- Coach and mentor team members.
- Support all colleagues in accessing development opportunities and take an active role in colleague training.
- Deliver effective induction training to new recruits.
- Lead the recruitment and selection process of new team members.
- Complete regular 1:1 performance reviews and develop PDP's with every team member.
- Create open and continuous two-way feedback with team, listening actively and taking action as appropriate.
- Proactively manage colleague issues if they arise.
- Provide guidance and support to colleagues aligned to PGL values.
- Promote staff welfare and motivation to ensure a positive employment experience for colleagues.

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

- Perform all duties expected of a member of the centre senior team and as a key figure in the Australian Leadership Team. These may vary by centre, but could include; HOD meetings, Senior Duty shifts, Staff meetings and general staff management issues.
- Assist in other departments as required (Catering, Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required.
- Other duties as required by the Centre Manager and within the scope and classification of this role.

### ***A little about you:***

- Ideally you have worked at a senior level in the outdoor industry
- You are focused on delivering an exceptional guest experience
- You have a proven track record in leading and managing colleagues
- Ideally you will be an approved PGL Ropes Trainer and Supervisor, it would be even better if you had experience at a "Course Director" level
- Understanding of all activities at PGL centres and thorough knowledge of existing safety framework
- You will be competent in using IT systems and Microsoft office suite of products
- Experience managing budgets and an understanding of internal and external pressures upon them
- You will enjoy working autonomously and know how to prioritise, this will be helpful when there are conflicting priorities
- Using the experience you have in the industry you will be competent in producing and delivering training

### ***We'll need you to have:***

A current Australian Drivers Licence.

Because children are so important to us here at PGL, we will need you to maintain a satisfactory Working with Children's Checks/Blue Card. We'll also need to have two satisfactory references before you start. During your employment with us you will have a duty to report any safeguarding concerns through the appropriate channels.



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## ***Additional Information:***

Full training in PGL's admin and IT systems will be provided, however we would expect the successful candidate to be confident with associated administration duties and basic IT.

## **Performance Review**

- Regular assessment will be made of personal performance against agreed objectives and targets
- Annual targets will be agreed with Centre Manager
- Annual Appraisal conducted by the Centre Manager

**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.