

Job Title	Senior Guest Experience Manager	Function/Region	Guest Experience
Reports To	Centre Manager	Band	5
Location	Serravalle, Italy		

Our Mission

‘To create the finest retail experiences.’

Our Purpose

‘Making the extraordinary possible’

Purpose of the Role

Lead the centre's guest experience strategy and operations across Guest Services, the Guest Lounge, Clienteling and personal shopping, Flora's Baby Park, Lele's Aqua Park, shopping services and premium parking to create welcoming, seamless and memorable experiences.

Set and elevate service standards, use guest and commercial insights to improve performance, identify and implement new services, and guide both in-house teams and outsourced partners to strengthen guest satisfaction, loyalty and commercial results.

Key Accountabilities

Guest Experience Strategy & Standards

- Define and deliver the centre's guest experience plan, translating Group standards into clear priorities across the full guest journey.
- Set, embed and continually elevate standards across Guest Services, the Guest Lounge, Clienteling and personal shopping, Flora's Baby Park, Lele's Aqua Park, shopping services and premium parking.
- Own the response to guest feedback, complaints and service recovery, resolving issues promptly and using insight to remove recurring pain points.
- Identify, evaluate and implement new services and operational improvements that enhance satisfaction, accessibility and the overall centre experience.
- Provide operational expertise for the planned review, redesign and refurbishment of guest-facing spaces, working with centre leadership, investors and project stakeholders to combine premium design with effective service delivery.

Team Leadership & Capability

- Lead three direct reports and an in-house team of approximately 16 across Guest Experience, the Guest Lounge, Clienteling and personal shopping.
- Coordinate approximately 25 outsourced colleagues delivering guest experience services, setting clear expectations and holding partners accountable for quality and corrective action.
- Set clear responsibilities, service objectives and performance measures, providing visible operational leadership and following through on commitments.
- Recruit, coach and develop colleagues through regular feedback, performance reviews, training and meaningful opportunities to grow.
- Create an inclusive team environment that supports knowledge sharing, high standards and adaptation to change.

Premium Services, Clienteling & Commercial Performance

- Guide the Clienteling Manager and Personal Shoppers in delivering personalised outreach, appointments, brand engagement and premium guest journeys for high-value guests.
- Ensure the Guest Lounge and wider guest experience areas deliver consistent luxury hospitality standards, supported by clear operating routines and daily performance reviews.

- Set and monitor guest, service and commercial KPIs, including satisfaction, engagement, service uptake, revenue and gift card performance, taking corrective action when required.
- Own the Guest Experience budget, forecasting and cost control, balancing service quality, revenue opportunities and value for money across OPEX and relevant CAPEX processes.
- Lead supplier scouting, tendering, onboarding and ongoing management for new and existing products and services across all guest experience areas.

Operations, Facilities & Partnerships

- Maintain a visible presence across all guest experience areas, using regular walkthroughs, briefings and follow-up to ensure operations consistently meet agreed standards.
- Work with Facilities and suppliers to initiate, coordinate and follow up on maintenance, seasonal openings and refurbishment activity, particularly across the family areas and Guest Lounge.
- Ensure guest-facing operations, cash handling, payments and daily controls meet McArthurGlen standards and applicable procedures.
- Coordinate with Tourism, Retail, Facilities, centre leadership, brand partners and external providers to deliver joined-up services, events and operational priorities.
- Analyse guest, operational and commercial data, provide clear recommendations to centre leadership, and manage risks and corrective actions.
- Undertake centre duty management on a rota basis and respond effectively to operational incidents.

Skills and Experience

Leadership & People

- Take accountability for team delivery, setting clear direction, responsibilities and performance expectations.
- Develop people through coaching, feedback, delegation and meaningful opportunities to contribute.
- Create an ambitious, trusting and inclusive environment with a clear sense of shared purpose.
- Bring strong people leadership experience across sizeable in-house teams and outsourced service partners, including coaching, performance management and daily operational supervision.

Commercial & Business Impact

- Apply customer focus, commercial awareness and financial acumen when setting priorities and allocating resources.
- Make evidence-based decisions that balance guest needs, operational priorities and business interests.
- Balance detail with execution, prioritising investment and keeping teams focused on the outcomes that matter most.
- Demonstrate strong budget management, revenue and cost-control capability, together with experience in supplier sourcing, tendering, contracting and service-level management.

Collaboration & Influence

- Build trusted relationships across the centre and with brand partners, suppliers and service providers.
- Work collaboratively, integrate different perspectives and enable others to contribute to common goals.
- Communicate clearly and influence stakeholders, connecting team objectives to wider centre and business priorities.

- Use experience of managing suppliers and external service providers to maintain service quality, value and effective partnerships.

Learning & Future Readiness

- Continue to grow personal and team capability, encouraging colleagues to share ideas, give feedback and challenge constructively.
- Stay curious, seek new insight and apply learning to improve how the team works.
- Role-model adaptability and help others remain future-focused through change.

Delivery & Performance

- Plan and prioritise team activity, manage risk and follow through on commitments to deliver measurable outcomes.
- Apply critical thinking and sound judgement to resolve complex operational issues and make difficult decisions when required.
- Challenge established ways of working, improve processes and shape innovative, practical solutions.
- Apply strong knowledge of service standards, complaint resolution, operational controls and cash or payment processes.
- Use KPIs, guest feedback and reporting tools confidently to analyse performance, forecast activity and drive improvement.
- Available to work flexibly in line with centre trading requirements and to participate in the duty management rota.

Technical Requirements

- Bring significant experience in luxury hospitality, ideally within a large, structured hotel or resort group, with responsibility for broad guest services, guest relations or operations.
- Demonstrate experience overseeing premium lounges and food-and-beverage service environments, together with multiple guest amenities or leisure facilities.
- Bring practical experience in maintaining, opening, refurbishing or redesigning guest-facing spaces, with a clear understanding of how operational needs inform design.
- Experience in luxury retail hospitality or working closely with luxury brands is advantageous; concierge experience alone, without broader operational ownership, is not sufficient.
- Fluent written and spoken Italian and English; additional languages are advantageous.

Our Success Framework



McArthurGlen, an extraordinary experience for everyone.

At McArthurGlen we value the diversity of our people.

We celebrate difference and believe that everyone is extraordinary.

We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.

We learn and grow together, we all belong.