

PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Housekeeping Specialist

Reporting to: Housekeeping Team Leader / Facilities Management

Main purpose of the role

To enable the delivery of a high-standard housekeeping operation across guest, colleague, and visitor areas. You will promote great customer service and assist the development of Housekeeping Assistants. You will play a key role in daily housekeeping activity, particularly on changeover days where you will lead and work with a team to ensure all areas meet PGL 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

Oversee and guide Housekeeping Assistants during accommodation changeover

- Ensure guest rooms, bathrooms and shared areas are cleaned and presented to PGL standards.
- Identify issues and escalate to the Team Leader as required.
- Maintain cleanliness and presentation of working areas and equipment.
- Allocate daily tasks and monitor completion.
- Provide on-the-job coaching to develop skills.
- Encourage and motivate colleagues to deliver excellent standards.

Support the training of new colleagues

- Provide help and guidance to those new to role.
- Demonstrate and explain good practise and PGL working methods.
- Train colleagues to use housekeeping equipment.

Carry out pre-arrival accommodation checks and guest area checks

- Ensure all required preparation has been completed to the expected high standard.
- Take action to rectify areas not ready, escalating serious problems as required.
- Coordinate between the Facilities and Guest Experience department to 'release' accommodation to guests.



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Ensure compliance with PGL standards and Health & Safety

- Follow Health & Hygiene, COSHH, Manual Handling and Safeguarding procedures.
- Use chemicals and equipment safely.
- Assist with record-keeping and reporting hazards.

Centre-wide operations

- Assist other departments when required.
- Assist with emergency procedures and general centre duties.
- Assist with centre-specific duties associated with a children's residential activity centre
- Contribute to the daily operations of a residential activity centre, handling guest and colleague queries and emergency situations.
- Provide help to other departments and assist at other PGL centres as required.

Useful Information

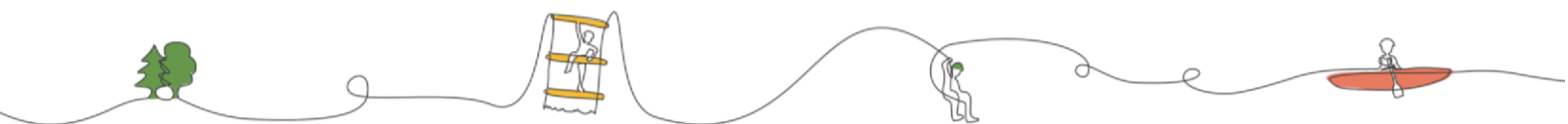
Our centre is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will 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		✓
Minimum of 3 months hospitality experience	✓	
Experience supervising or mentoring others		✓

Skills & Knowledge	Essential	Desirable
Good organisational skills	✓	
Ability to work as part of a team and deliver results	✓	
Knowledge of cleaning and hygiene standards	✓	

Personal Attributes	Essential	Desirable
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Ability to work effectively with others	✓	
Delivers an exceptional customer experience	✓	
Acts in line with PGL Values	✓	
Guides colleagues in skill development	✓	
Complies with all relevant policies and procedures	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

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, 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:

- 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



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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 02/04/2026.

