

PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Facilities Systems Administrator

Reporting to: Facilities Systems Lead

Main purpose of the role

The main purpose of the role is to monitor, plan and schedule both the Planned Preventative Maintenance (PPM) and reactive workloads for Facilities Management colleagues and contractors. The role is to be responsible for the administration and operation of the Computer Aided Facilities Management (CAFM) system from an Operational Maintenance perspective. The Facilities Systems Administrator is also expected to cover Support Centre Receptionist duties for break & holiday cover as required.

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.

Responsibilities

Record Keeping and System Maintenance

- Responsible for the management of the asset register, ensuring it is up to date regarding additions, deletions and changes.
- Onboarding & checking documentation for existing & new suppliers / contractors for the Facilities Department
- Prepare reports for the Facilities team relating to PPM and compliance checks.
- Highlight poor performance.
- Ensure all assets are assigned to their correct location and data field sets.
- Ensure all supplier / contractor lists are kept up to date on the CAFM System.
- Ensure all staff resource lists are kept up to date on the CAFM System.
- All aspects of system security are maintained including setting up new users, assigning permissions and reporting on user activity.

Implementation

- To immaculately implement policies, services and standards developed by the support centres.
- To continuously monitor the CAFM system for incoming requests and ensure that the Service Level Agreement (SLA) priority is justifiable given the work content details and adjust as required.

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- Monitor the CAFM system to ensure that work content details provide sufficient information for the work to be effectively carried out and that work orders are created from work requests, with any duplication being eliminated.
- To continuously monitor the work order list on the CAFM system ensuring that work orders are batched into skill and location groups, to ensure the most effective and efficient service delivery that also helps achieve the KPI priorities and SLA timelines set against each job.
- To work with the Compliance team to provide a comprehensive support network to the Centres by way of regular recorded meetings
- Coordinate the allocation of work orders between skill sets and shifts to effective completion within KPIs and SLAs.
- Ensure that the correct health and safety information is linked to assets and maintenance tasks.
- Audit the CAFM system, ensuring all PPMs are carried out on time.

Development

- Contribute towards personal and colleague development with the ambition to create great leaders.
- Establish regular, scheduled 1:1s to check in with the designated line Manager, using this time to constructively document and air concerns/issues, discuss progression, training and development, as well as celebrate positive outcomes that have been achieved.

Useful Information

Our UK operations Building Services 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
Has high IT competency levels and experience in using Microsoft packages.	✓	
Has previous experience in data entry and analytics.	✓	

Skills & Knowledge	Essential	Desirable
Demonstrates dedication to PGL Beyond's vision, values and business priorities.	✓	
Delivers an exceptional customer service.	✓	

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Has good IT competency skills, both written and verbal.	✓	
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Personal Attributes	Essential	Desirable
Can contribute positively to tasks, projects and meetings.	✓	

Additional requirements	Essential	Desirable
Holds a UK driver's license.	X	

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
- 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. You have a duty to report any safeguarding concerns via 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.

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‘Lend a Hand’

Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don't usually work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

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 **03.03.2025**