

# PGL Job Description



## Job Title: Facilities Assistant

**Reporting to:** Facilities Assistant Manager / Facilities Manager

### Main purpose of the role

To ensure that guests receive a great first impression and be responsible for ensuring the highest customer service levels are always delivered, while assisting in the delivery of safe, compliant, functional and presentable Facilities.

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 ensure that the centres are kept clean, safe and presentable

- Assist with ensuring high standards of cleanliness, general upkeep and routine maintenance of the site facilities.
- Proactively identifying areas of attention, referring issues to the Facilities Management team.
- Assist with emergency situations and respond to guest needs in a timely manner in line with the guidance set out by central and centre management teams.

#### Immaculately implement policies, services and standards developed by the support centre

- Deliver compliance works within all statutory and in-house requirements, undertaking checks, routine inspections, testing and record keeping.
- Complete work in line with company safe systems of work and follow health and safety procedures
- Deliver basic maintenance works as directed by line manager and in line with PGL standards set centrally to ensure consistency across all sites.
- Effectively utilise the relevant systems and asset databases to record property and maintenance compliance.



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## Embrace and promote a 'One Best Way' approach in partnership with other centre functions

- Assisting all areas of Facilities to ensure the highest levels of customer service.
- Assist and work with all the Facilities areas. Fostering positive working relationships across the team to deliver the overall Facilities team objectives on centre.
- Assist in other departments across the PGL centre as may be required
- Drive centre vehicles to assist with essential operational needs
- Assist other centres across the PGL estate as may be required
- Residential colleagues may be required to offer overnight on-call Emergency Assistant cover on a rotational basis
- Attend training courses as directed by your line manager

## Contribute to personal development with ambition:

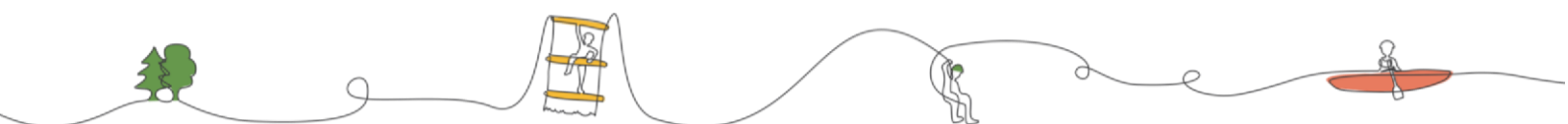
- Establish regular, scheduled 1:1s to check in with the designated line Manager, using this time to constructively document and air concerns/issues, discuss progression, training and development, as well as celebrate positive outcomes that have been achieved.

## Useful Information

Our 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	✓	
First aid qualification		✓
Experience in working with children and young adults		✓
Experience of delivering building maintenance		✓
Experience of delivering cleaning services		✓
GSE Grade A-C or equivalent (e.g. Functional Skills Level 2) in English and maths		✓



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Skills & Knowledge		
Good organisational skills	✓	
Ability to work as part of a team and deliver results	✓	

Personal Attributes		
Ability to work effectively with others	✓	
Delivers an exceptional customer experience	✓	
Acts in a manner that upholds the values of the organisation and benefits our reputation	✓	
Help teammates in the development of their skills	✓	
Complies with all relevant policies and procedures	✓	
Genuine dedication to Equality and promoting the Values of diversity	✓	
Demonstrates alignment to PGL's vision, values and business priorities.	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	
Full UK Drivers licence	✓	

## 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



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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 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 24/06/2025

