

# PGL Job Description



## Job Title: Lead Activity Technician

**Reporting to:** Facilities Manager

### Main purpose of the role

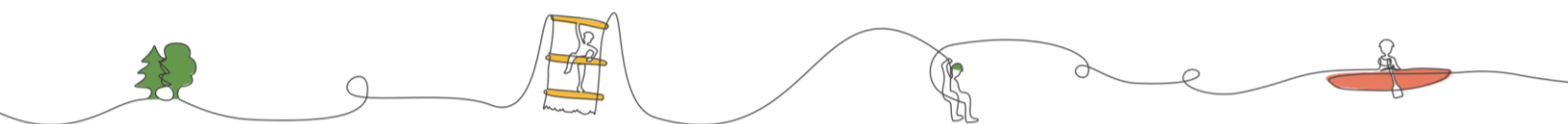
To take responsibility to ensure a safe and compliant environment for guests and colleagues, and deliver a high quality, fun experience. You will be responsible for the management of the activity bases, equipment, and supporting the wider Facilities Management team with planned and ad hoc maintenance tasks.

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

#### Deliver a high quality, fun and safe guest experience

- Ensure the guests have safe, fun experiences by facilitating the due diligence, presentation and quality standards of activity bases and equipment.
- Immaculately implement policies, services and standards developed by the support centre
- Carry out periodic and reactive inspections of all activity bases and equipment to ensure safety standards are upheld.
- Ensure that any off ground works or checks are carried out safely.
- Uphold compliance to all standards, guidelines and policies outlined within the company safety framework.
- Work with Activity Instructor Group Leaders (AIGLs), Team Leaders, Lead Activity Specialists to communicate known issues and safety checks requiring completion prior to use.
- Lead or support risk assessments.
- Raise any purchasing requests for new kit or equipment to the Assistant Facilities Manager or Facilities Manager as appropriate.
- Provide visibility of the condition of activity equipment and bases to the central team, flagging issues and any repair requirements as they arise.
- Update necessary documentation, ensuring that accurate record keeping is maintained via relevant systems, including SharePoint and the CAFM system.
- Escalate issues as soon as they emerge to the Facilities Manager to support issue resolution and mitigate their impact.
- Manage the day-to-day workload of Support Technician(s), ensuring tasks and activities are carried out safely and to a high standard.
- Lead or assist with disciplinarys and investigations as may be required
- Support the welfare and wellbeing of the team.



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## Embrace and promote a ‘One Best Way’ approach in collaboration with other centre functions:

- Support adjacent teams within Facilities, including Housekeeping, as may be required. Fostering positive working relationships across the team to deliver the overall Facilities team objectives on centre.
- Assist the operations teams in project work or in any other capacity for the centre or across the business.

## Contribute to personal and colleague development with the ambition to create great leaders:

- Establish regular, scheduled 1:1s with your direct reports and 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.
- Establish two-way communication with internal stakeholders to achieve a collaborative working environment.

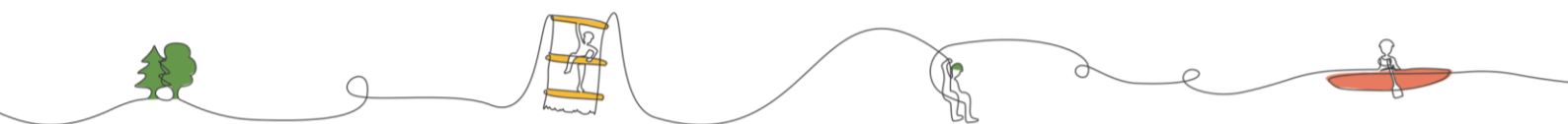
## Useful Information

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 |
|--|-----------|-----------|
| GCSE Grade A-C or equivalent (e.g. Functional Skills Level 2) in English and maths |           | ✓         |
| First Aid at work  |           | ✓         |
| Health & Safety qualification  |           | ✓         |
| Experience of working with children and young adults                               |           | ✓         |
| Experience in delivering high levels of guest experience                           |           | ✓         |
| Rope supervisor  | ✓         |           |
| Knowledge of site and assets on centre   |           |           |

| Skills & Knowledge  | Essential | Desirable |
|---|-----------|-----------|
| Knowledge and experience of a variety of activity equipment | ✓         |           |
| Ability to lead team and deliver results                    | ✓         |           |
| Competency in IT software and Microsoft packages            |           | ✓         |



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| Personal Attributes  | Essential | Desirable |
|--|-----------|-----------|
| Manages own time and workload effectively to focus on best value activities          | ✓         |           |
| Develops and maintains effective working relationships with others.                  | ✓         |           |
| Delivers an exceptional customer experience.   | ✓         |           |
| Communicates and presents effectively; with passion and energy                       | ✓         |           |
| Provides positive and constructive feedback and uses coaching to improve performance | ✓         |           |

| 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, 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.

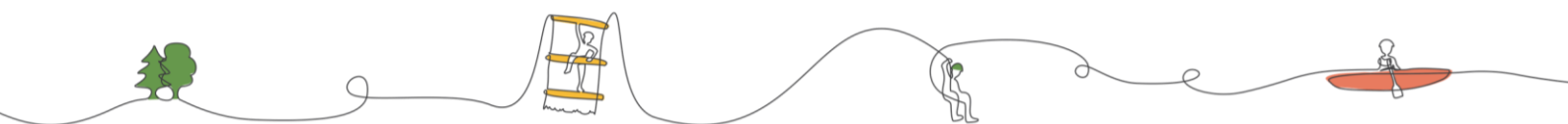
Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- 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 Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.



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## 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 26/07/2024.

