

Job Title: Resourcing Officer

Reporting to: Resourcing Team Leader / Senior Resourcing Officer

Main purpose of the role

To support the hiring process for roles across UK PGL Centres and Support Centre, ensuring recruitment of appropriately skilled individuals. Provide accurate personnel information to the Resourcing Team Leader and Centre Teams and work together to maintain best practices throughout the recruitment process.

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

Assessment and vetting of applicants regarding their suitability for employment, categorising shortlisted candidates

- Vet applicants based on application information, ensuring qualifications and experience align with job descriptions and addressing gaps or background check requirements.
- Conduct thorough MS Teams interviews to place candidates appropriately, manage offer processes, secure verbal and written acceptances, and hand over onboarding to Recruitment Administration team.
- Assessing returning colleagues and placing at relevant centres according to the Resourcing Level

Accurate reporting of Core, EFL, Ski, Senior Centre and Support Centre vacancies

- Maintain accurate reporting of vacancy and applicant statuses on Cornerstone to keep Senior Resourcing Officer, Resourcing Team Leader, Head of Resourcing, and Hiring Manager informed.
- Coordinate senior and support centre vacancy posting of new roles on the weekly vacancy newsletter and ensure dissemination to relevant colleagues.
- Work with hiring managers to provide regular updates on how process is progressing, encouraging efficient time-to-hire and resolving potential issues promptly. If necessary, escalating to line manager and / or Advertising Administrator to assist with identifying suitable resolutions
- Visiting centres to review recruitment practices with General Managers and Heads of Departments, involving overnight trips as necessary.
- Attend shows or open days to promote PGL opportunities as required.

PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Maintenance of computer and manual records to accurately record all stages of the recruitment process and the development and management of delivery staff

- Updating the recruitment system to ensure all applicant records are accurate and well maintained and adhere to Data Protection guidelines
- Create and issue contracts of employment with accurate details, proactively communicate with all prospective employees in a timely fashion to confirm their acceptance

Additional responsibilities and general office duties

- Perform general administration tasks, including database maintenance and organising recruitment files.
- Handle employment references based on staff performance at PGL as requested.
- Continuously develop skills and knowledge to adapt to technological advancements and changing customer expectations.
- Ensure adherence to Health & Safety standards throughout departmental activities, implement Equal Opportunities policies, foster inter-departmental relationships, and contribute to company objectives through collaborative projects and target reviews.

Useful Information

Our Recruitment 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
Working in a customer facing environment	✓	
Previous recruitment experience including sourcing, assessment and selection		✓

Skills & Knowledge	Essential	Desirable
In depth knowledge/experience of Outdoor Activity industry		✓
Knowledge and understanding of Hospitality industry		✓
Excellent oral and written communication skills	✓	
A good working knowledge of Microsoft Office	✓	
Dealing with confidential information	✓	

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Personal Attributes	Essential	Desirable
Delivers an exceptional customer experience	✓	
Manages own time and workload effectively to focus on best value activities	✓	
Embraces innovation. Considers new or innovative approaches and solutions	✓	
Actively looks to improve the way we work, promotes a culture of continuous improvement	✓	
Makes sound decisions based on knowledge, experience and available information	✓	
Accepts accountability for own performance and areas of ownership	✓	
Communicates appropriately and effectively with others	✓	
Works co-operatively internally & externally to achieve common goals	✓	

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

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.

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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.

‘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 02/09/2025