



job description

Job title: Activity Technician

Reports to: Lead Activity Technician or Facilities Manager or Facilities Assistant Manager (centre dependent)

Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL has to offer. We believe work should be a place where you can be your best and feel your best.

Purpose of the role:

What we'd like you to do: Support the Lead Activity Technician / Facilities Manager / Facilities Assistant Manager to ensure that all resources needed for the delivery of activities on centre are managed and maintained proactively and ready for the day to day operation.

Deliver a high-quality, fun and safe guest experience:

- Ensure that at all times the correct equipment and bases are available for use, are in safe & good working order and a suitable presentable condition to meet the guests and programme needs

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

- Support periodic and reactive inspections of all activity bases and equipment to ensure safety standards are upheld.
- Ensure any off ground work/checks are carried out safely.
- Uphold compliance to all standards, guidelines and policies outlined within the company safety framework.
- Manage the stores, ensuring it is open on time and demonstrating a professional, organised working environment.
- Daily tracking of equipment and ensuring that an effective signing out process is in place.
- Collaborate with Activity Instructor Group Leaders (AIGLs), Team Leaders and Lead Activity Specialist to communicate known issues and safety checks requiring completion prior to use.
- Raise any purchasing of new kit or equipment requirements to Facilities Manager (or Assistant Manager, if appropriate).
- Maintaining and repairing equipment when necessary.
- Update necessary documentation, ensuring accurate record keeping is maintained via relevant systems (including Agility and CAFM system).
- Escalate issues as soon as they emerge to the Facilities Manager, to support issue resolution to mitigate its impact.

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

- Take ownership of personal development ensuring enrolment of training, and raising development objectives with the line manager during 1:1 meetings.

Embrace and promote a 'One Best Way' approach collaborating with other centre functions.

- Support adjacent teams within Facilities (Housekeeping) as required, fostering positive working relationships across the team to deliver the overall Facilities team objectives on centre.

** You may also be required to support operations teams in project work or in any other capacity for your centre or across the business.*



person specification

Key competencies:

Competency statement	Competency Area
<ul style="list-style-type: none"> Demonstrates commitment to PGL's vision, values and business priorities. Manages own time/workload effectively to focus on best value activities. Reviews own performance and skills against the needs of the role and pro-actively develops own capability. 	Personal Effectiveness
<ul style="list-style-type: none"> Takes responsibility for the delivery of an exceptional guest experience 	Customer Focus
<ul style="list-style-type: none"> Develops and maintains effective working relationships with others. Contributes positively to tasks, projects and meetings. 	Teamwork
<ul style="list-style-type: none"> Clearly defines the scope of the issue and identifies the root causes. Identifies potential barriers and looks to reduce or remove their impact. 	Change, Innovation & Problem Solving

Relevant experience:

	Essential	Desirable
Knowledge of PGL standards and procedures, legal and regulatory requirements		✓
Experience of working with children and young adults		✓
Experience in delivering high levels of guest experience	✓	
Knowledge and experience of a variety of activity equipment	✓	
Knowledge of site and assets on centre		✓
Knowledge of activities offered on centre	✓	
Competency of I.T software and MS packages		✓
Full valid UK driving licence		✓
Rope supervisor		✓

Relevant qualifications:

	Essential	Desirable
Health and Safety qualification or prepared to work towards		✓
First Aid at Work		✓
GCSE Grade A-C or equivalent (e.g. Functional Skills Level 2) in English and maths		✓

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, all PGL colleagues will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.