



job description

Job title: Facilities Operative (Maintenance)

Reports to: Facilities Manager

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: Reporting to the Facilities Manager (or Assistant Facilities Manager in some sites), take responsibility to ensure a safe and compliant environment for colleagues to deliver high quality and fun experiences.

Contribute to the delivery of a high-quality, fun and safe guest experience:

- Respond to emergency situations and be able to prioritise and differentiate emergency call out work, to respond to guest needs in a timely manner in line with the guidance set out by central team.

Immaculately implement policies, services and standards:

- Ensure high standards of general upkeep and routine maintenance of the site facilities.
- Deliver compliance works within all statutory and in-house requirements, undertaking checks, routine inspections, testing, record keeping etc.
- Work to ensure company safe systems of work are employed and procedures relating to health and safety are followed at all times, including the work of contractors.
- Deliver maintenance works as directed by line manager, 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.
- Be responsible for the accurate and timely response to defects, faults and incidents.

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

- Take ownership of individual personal development ensuring enrolment of training and raising development objectives with line manager during 1:1s.

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

- Assist with the delivery of property related projects including design, and project management, for required maintenance works on site, as instructed by the Facilities Manager.
- Support adjacent teams within Facilities (Housekeeping) as required, fostering positive working relationships across the team to deliver the overall Facilities team objectives on centre.
- Advise and support site development in relation to cost reduction, performance improvement etc, obtaining quotes and securing best value options for small works.
- Assist in other areas as required.

*** 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"> 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. Demonstrates commitment to PGL's vision, values and business priorities. 	Personal Effectiveness
<ul style="list-style-type: none"> Takes responsibility for the delivery of an exceptional customer 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"> Looks for new or innovative approaches to solve the issue. Identifies potential barriers and looks to reduce or remove their impact. 	Change, Innovation & Problem Solving

Relevant experience:

	Essential	Desirable
Maintenance experience	✓	
Experience of working with children and young adults		✓
Experience in delivering high levels of guest experience		
Knowledge of site and assets on centre		✓
Competency of I.T software and MS packages	✓	
Knowledge of PGL standards and procedures, legal and regulatory requirements		✓
Risk management	✓	

Relevant qualifications:

	Essential	Desirable
Driving Licence (must be able to independently and freely visit all operational sites) or working towards within 6 months of appointment (aligned to trial period)		✓
Health and Safety qualification or prepared to work towards		✓
First Aid at Work		✓
M and E engineering experience and /or qualifications		✓
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.