

# PGL Job Description



## Job Title: Housekeeping Assistant

Reporting to: Housekeeping Team Leader

### Main purpose of the role

To ensure that guests receive a great first impression and that the highest customer service levels are always delivered, while ensuring that guests and colleagues reside and work in a clean, presentable environment.

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 and presentable

- Preparing guest rooms for their arrival, including bathrooms, vacuuming, dusting, changing bed linen and welcome tray replenishment.
- Ensuring the daily cleanliness and upkeep of the toilets, showers and changing areas.
- Ensuring customer facing and shared areas are clean and tidy on a day-to-day basis.
- Maintain high standards of centre presentation and appearance.
- Proactively identifying areas of attention, referring issues to the Housekeeping Team Leader or Facilities Management.

#### To use equipment and chemicals safely

- To undertake Health and Safety training in the Control of Substances Hazardous to Health (COSHH) and the correct use and storage of all chemicals and equipment.
- To undertake Manual Handling training.
- Carrying out stocktake of cleaning materials and informing line manager immediately of any shortages.
- To ensure the guest linen is clean and stocked properly.

#### Embrace and promote a 'One Best Way' approach

- Assist in other departments across the PGL centre as may be required.
- Assist other centres across the PGL estate as may be required.
- Residential staff 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:



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- 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		✓
Experience of working with children and young adults		✓
Previous housekeeping experience		✓

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

Personal Attributes	Essential	Desirable
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	✓	
Assist and encourage teammates in the development of their skills	✓	
Complies with all relevant policies and procedures	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

## Additional information

### Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst supporting our B Corp certification.



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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 understand 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.

## 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.

