



job description

Job title: Night Support Team Leader

Reports to: Guestcare Manager/COM

Job purpose:

To lead the centre through the night, promoting comfort, safety and security while maintaining a high level of customer care. To respond to emergency situations, taking the lead in supporting our guests and escalating where required. To play a key role in centre presentation and compliance.

Key responsibilities:

1. To promote comfort, safety and security through the night

- Carry out regular patrols of the centre grounds, challenging noise & disruption.
- Deal promptly and efficiently with guest issues and complaints, ensure any problems you cannot resolve are shared during handovers.
- Work to prevent incidents, accidents and safeguarding issues from occurring. When necessary, take the lead to investigate an incident or accident and help to implement any agreed changes.
- Respond to emergency situations, take the lead in their management, and call for support when required.
- To keep accurate records, completing accident & incident forms as necessary.
- Act as a role model by demonstrating the highest possible standards of behaviour.

2. To assist with centre presentation and compliance

- To complete maintenance and compliance tasks with due diligence.
- To actively seek out opportunities to improve centre presentation.
- To role model positive Health and Safety behaviours, working safe at all times and challenging inappropriate working practices.
- To promote PGL's environmental policy by rectifying issues and reporting any areas of concern.

3. To provide high levels of customer service in a residential outdoor setting

- Take responsibility for the delivery of an excellent guest experience, by interacting with guests throughout their stay.
- To remain calm when dealing with challenging situations, inspiring confidence and trust.
- Look for formal and informal opportunities to gather and share guest feedback.
- Assist at other centres across the PGL estate as required.
- Assist in other departments as required.



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4. To lead and manage Night Support Assistants (not applicable at all centres)

- Lead, motivate and inspire your team to deliver an excellent guest experience.
- Deliver practical, engaging and ongoing training to the Night Support Assistants.
- Monitor performance in the workplace and use coaching and mentoring skills to provide constructive and developmental feedback.
- To manage working time and holiday allocation to provide appropriate rest opportunities ensuring the centre requirements are met.
- Promote the principles of health, wellbeing and personal development so that your team can work to their full potential.
- Use HR processes (e.g. the capability and disciplinary procedures, medical risk assessment, return to work interview) to address conduct issues, absence related issues and raise standards.



person specification

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Key competencies:

Competency statement	Competency Area
Takes responsibility for the delivery of an exceptional customer experience.	Customer focus
Places the customer at the heart of planning and decision making and ensures others do the same	Customer focus
Develops and maintains effective working relationships with others.	Teamwork
Communicates and presents effectively; with passion, energy and enthusiasm.	Interacting and presenting
Manages own time and workload effectively to focus on best value activities.	Personal effectiveness
Takes responsibility for personal health and wellbeing.	Personal effectiveness
Acts as a positive role model for others by demonstrating high personal standards of behaviour along with energy, drive, and determination.	Personal effectiveness
Makes sound decisions based on knowledge, experience, and available information	Decision making
Sets clear expectations for teams and individuals	Leading and managing people
Provides motivation and encouragement to others	Leading and managing people
Treats people in a fair, consistent, and respectful manner and values diversity	Leading and managing people

Relevant experience:

	Essential	Desirable
Experience of working with children and/or young people		✓
Experience in a Night Support role (or equivalent)		✓
Experience of successfully lone working		✓
Experience of working in a customer support role		✓
Experience of leading and managing teams in a team leader or supervisory role		✓

Relevant qualifications:

	Essential	Desirable
First Aid at Work (or be willing to work towards)	✓	
Level 3 award in Leadership and Management		✓



person specification

GCSE Grade D or equivalent (e.g. Functional Skills Level 1) or above in English, or willing to work towards it	✓	
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Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff 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 staff 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.