

PGL Job Description



Job Title: Activity Instructor Group Leader (Lifeguard)

Reporting to: AIGL Team Leader

Main purpose of the role

To make PGL holidays memorable and fun, you will focus on ensuring the safety and well-being of pool users, including guests and colleagues, during activity sessions and free swims. Additionally, you will ensure a safe, engaging, and fun customer experience through organising daily activities, providing pastoral care, hosting evening entertainments, and coordinating with the wider centre operations.

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 deliver safe and enjoyable PGL activity sessions (Inc. evening entertainments)

- Be accountable for all guests and colleagues within the pool area including their safety and wellbeing
- Supervise the pool to and maintain a vigilant watch of the pool operations to a high standard.
- Ensure the pool is operated in a safe manner in accordance with training and in line with the company's normal operating procedures and emergency action plans
- Be accountable for all lifeguarding equipment, water quality and the pool surround including recording of any damage, faults and test results outside of the parameters set.
- Providing any first aid in the event of injury, rescuing swimmers in danger or distress.

To look after guests outside of structured activity time ensuring that they have the best possible experience

- Ensure guests receive a friendly welcome upon arrival, conducting induction processes with care and engagement.
- Communicate regularly with groups throughout their stay to ensure objectives are met.
- Act as the main point of contact for groups, resolving any issues promptly by coordinating with other departments.
- Organise and entertain groups outside of structured activity sessions, ensuring their needs are met and facilitating their enjoyment throughout their stay.

To improve your competence and knowledge in the role



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

- Actively engage in regular and ongoing lifeguard training sessions, leveraging trainers' expertise by asking questions and take on the provided information.
- Seek feedback from peers, line managers, and guests to enhance your delivery style.
- Offer suggestions for improving guests' experiences and work with your line manager to implement new ideas.
- Review personal targets and work towards agreed objectives, work with your line manager to develop a Continual Professional Development Plan (CPD) and ensure timely renewal of qualifications and memberships with NGBs.

Assist with centre specific duties associated with a residential children's activity centre

- Assist with cross functional working in other departments weekly including catering, retail and facilities.
- Assist other centres across the PGL estate as required.
- Residential colleagues may be required to cover an overnight on call emergency assistant shift on a rota basis.

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		✓
First aid qualification		✓
Hold the relevant NGB qualification		✓
Hold an industry regulated and approved lifeguarding qualification	✓	
Pool Plant Operator or Water Testing qualification		✓
First Aid trained/qualification		✓

Good organisational skills	✓	
Ability to work as part of a team and deliver results	✓	
Maintaining the required fitness and swimming ability	✓	
Confidence in deep water	✓	
A proficient level of English in both reading and writing	✓	



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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	✓	
Support 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.

This requires personal, departmental and company-wide level support 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 supporting 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



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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 21/06/2024

