

PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Activity Instructor Group Leader (AIGL)

Reporting to: AIGL Team Leader

Main purpose of the role

Get ready to create an unforgettable PGL holiday experience that's bursting with excitement and adventure! As a key team member, you'll be the master of making memories by delivering activities and providing excellent pastoral care. You'll also be the spark that sets off the evening activities extravaganza and serve as the link to the wider centre operation, making sure everything runs smoothly and safely.

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 activities)

- Take accountability for all guests during structured activity sessions.
- Deliver the content of the session to a high standard; focus on basic technique, give individual guidance to ensure that guests realise their potential and gain maximum enjoyment from each session.
- Ensure sessions are delivered in a safe manner in accordance with the companies normal operating procedures.
- Use equipment in line with training and record any damage or faults.

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.

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

- Complete work tasks, on a scheduled basis, in other departments including catering, housekeeping, facilities and retail.
- Assist other centres across the PGL estate as required.



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- 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 qualifications (relevant to centre location)		✓

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

Personal Attributes	Essential	Desirable
Ability to work effectively with others	✓	
Delivers 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 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

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 25/07/2024.

