

PGL Job Description



Job Title: Activity Technician

Reporting to: Lead Activity Technician, Facilities Assistant Manager or Facilities Manager (depending on centre)

Main purpose of the role

To support the safe day-to-day operation, ensure proactive management and maintenance of all resources required for on-site activity delivery.

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 commitment to looking after you and your career.

Responsibilities

Deliver a high quality, fun and safe guest experience:

- Always ensure that the correct equipment and bases are available for use, are in safe, good working order and in a suitably presentable condition to meet the guest and programme needs.

Immaculately implement policies, services and standards developed by the support centre:

- Support periodic and reactive inspections of all activity bases and equipment to ensure safety standards are upheld.
- Maintain and repair all activity equipment.
- Ensure any off-groundwork and checks are carried out safely.
- Uphold compliance to all standards, guidelines and policies outlined within the company safety framework.
- Manage the stores, ensuring it is open on time and demonstrating a professional, organised working environment.
- Daily tracking of equipment and ensuring that an effective signing out process is in place.
- Work with Activity Instructor Group Leaders (AIGLs), Team Leaders and Lead Activity Specialist to communicate known issues and safety checks requiring completion prior to use.
- Raise any purchasing of new kit or equipment requirements to the Lead Activity Technician, Facilities Assistant Manager or Facilities Manager as appropriate.
- Update necessary documentation, ensuring that accurate record keeping is maintained via relevant systems including SharePoint and the CAFM system.
- Escalate issues as soon as they emerge to the Facilities Manager, and assist with issue resolution to mitigate impact.



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Embrace and promote a ‘One Best Way’ approach in collaboration with other centre functions:

- Assist adjacent teams within Facilities, including Housekeeping, as may be required. Foster positive working relationships across the team to deliver the overall Facilities team objectives on centre.
- Assist operations teams in project work or in any other capacity for the centre or across the business.

Contribute to personal development with ambition

- 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 maintaining ropes-based structures		✓
Experience of working with children and young adults		✓
First aid qualification		✓
GCSE Grade A-C or equivalent (e.g. Functional Skills Level 2) in English and maths		✓
Health & Safety qualification		✓

Skills & Knowledge	Essential	Desirable
Good organisational skills	✓	
Ability to work as part of a team and deliver results	✓	
Knowledge and experience of a variety of activity equipment	✓	
Knowledge of site and assets on centre		✓

Personal Attributes	Essential	Desirable
Ability to work effectively with others	✓	



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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	✓	
Full UK Drivers licence		✓

Additional information

Environmental & Social Governance (ESG)

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

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



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

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 18/07/2024.

