

PGL Job Description



Job Title: Facilities Manager

Reporting to: Regional Facilities Manager

Main purpose of the role

To support the General Manager, oversee site Facilities Management, including maintenance and cleanliness for guests and colleagues. This involves providing line management to Facilities Operatives & Housekeepers, managing on-site contractors, and ensuring exemplary customer service through strategic refurbishments, planned maintenance, and statutory compliance.

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

Deliver a high quality, fun and safe guest experience

- Maintain highest standards of safety and cleanliness across all areas to meet PGL central team expectations.
- Manage guest queries and asset-related issues, ensuring cleanliness and maintenance of rooms.
- Manage and coordinate timely, on-site maintenance works with minimal disruption to guests and ensure safety and readiness of activity bases.
- Address special requests and feedback promptly, implementing measures to prevent recurrence.

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

- Support all centre operations teams to ensure green safe and legal, standards and compliance audit results.
- Maintain high standards of site presentation, including grounds, buildings, and guest areas.
- Conduct daily site inspections to uphold health, safety, and hygiene standards and mitigate brand-damaging issues.
- Oversee daily housekeeping activities, ensuring efficiency and adherence to guest itineraries and special requests.
- Plan and supervise deep cleaning and routine housekeeping tasks outside of changeover activities to meet high standards and deadlines.
- Oversee the delivery of safe and functional activity facilities, ensuring bases and equipment are maintained compliant and ready for use.



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- Ensure facilities operations comply with statutory laws, regulations, and company policies, including managing documentation, certification, and adherence to health and safety protocols.

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

- Lead the Facilities Team on site to develop, create and maintain a positive culture and ‘Team’ ethos including the use of PGL’s colleague feedback platform.
- Manage operations of Facilities team, including Maintenance, Housekeeping & Activities.
- Coordinate with central Procurement for appropriate supplies and equipment levels, conducting ad-hoc ordering as needed.
- Ensure accountability for CapEx and OpEx spending, maintaining effective budgetary control.
- Monitor and report performance to the Regional Facilities team, providing cover for the Regional Facilities Manager.
- Contribute to senior leadership activities, strategic workforce planning, emergency management, and special projects across the centre.

Contribute to personal and colleague development with the ambition to create great leaders

- Establish regular, scheduled 1:1s with your direct reports and 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.
- Establish two-way communication with internal stakeholders to achieve a collaborative working environment.

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
Line management – Proven experience of coaching and mentoring, reports to empower decision making	✓	
Management of employee relation and welfare issues	✓	
Experience of creating and delivering effective training	✓	
Understanding of PGL standards, policies and best practice		✓



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Level 3, or above, Leadership and Management qualification	✓	
Level 3, or above, Education and Training qualification	✓	
First Aid Training	✓	
3 years soft and hard FM experience in a similar environment	✓	
Risk management	✓	
Mechanical and Electrical experience or qualifications		✓

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel, CAFM)	✓	
Looks for new or innovative approaches to solve the issue	✓	
Relates to others in a confident and relaxed manner	✓	
Ability to manage, mentor and develop individuals and teams to fulfil their potential	✓	

Personal Attributes	Essential	Desirable
Accurate with a high attention to detail	✓	
Ability to work effectively with others	✓	
Genuine commitment to Equality and promoting the Values of diversity	✓	
Communicates and presents effectively; with passion, energy and enthusiasm	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	
Demonstrates commitment to PGL's vision, values and business priorities.	✓	
Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo	✓	

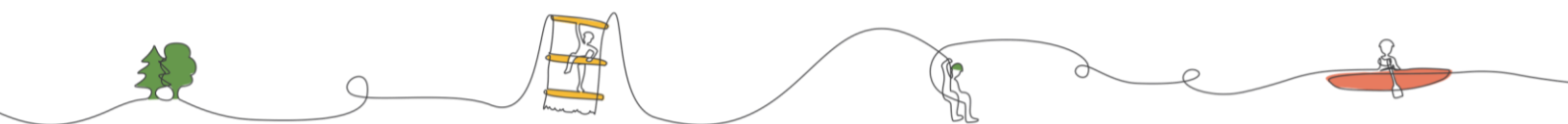
Additional requirements	Essential	Desirable
Enhanced DBS check	✓	
Full UK Drivers licence	✓	

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, delivery and decision-making around ESG, upholding company and department ESG goals and targets, and managing your team of ESG allies in a way that fosters a culture passionate about people and the planet.



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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 18/07/2024.

