

PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Facilities Operative

Reporting to: Facilities Assistant Manager / Facilities Manager

Main purpose of the role

To support a safe, compliant environment for guests and colleagues, and to deliver a high-quality, enjoyable experience.

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

- Deal with emergency situations and be able to prioritise and differentiate emergency call out work, to respond to guest needs in a timely manner in line with the guidance set out by central team.

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

- Ensure high standards of general upkeep and routine maintenance of the site facilities.
- Deliver compliance works within all statutory and in-house requirements, undertaking checks, routine inspections, testing, record keeping.
- Work to ensure company safe systems of work are employed and procedures relating to health and safety are always followed, including the work of contractors.
- Deliver maintenance works as directed by line manager and in line with PGL standards set centrally to ensure consistency across all sites.
- Effectively utilise the relevant systems and asset databases to record property and maintenance compliance.
- Be accountable for the accurate and timely response to defects, faults and incidents.
- Engage directly with contractors where required and as requested by centre Leadership and Management team.

Embrace and promote a 'One Best Way' approach in partnership with other centre functions

- Assist and work with adjacent teams within Facilities, including Housekeeping, as may be required. Fostering positive working relationships across the team to deliver the overall Facilities team objectives on centre.
- Assist with the delivery of property related projects including design and project management, for required maintenance works on site, as instructed by the Facilities Manager.



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- Advise and assist site development in relation to cost reduction, performance improvement, obtaining quotes and securing best value options for small works.
- Assist in other areas as may be required.

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	✓	
First aid qualification		✓
Experience in working with children and young adults		✓
Experience in risk management	✓	
Health & Safety qualification	✓	
Mechanical and Electrical qualification		✓
Construction trade skills and experience	✓	
GSE Grade A-C or equivalent (e.g. Functional Skills Level 2) in English and maths	✓	

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	
Looks for new or innovative approaches to solve the issue	✓	
Relates to others in a confident and relaxed manner	✓	

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 and energy	✓	



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Demonstrates alignment to PGL’s vision, values and business priorities.	✓	
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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 appreciate 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 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.



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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 26/07/2024

