

PGL Job Description



Job Title: Facilities Team Leader (France)

Reporting to: Maintenance Manager

Main purpose of the role

To support high standards of compliance, grounds, maintenance, presentation, cleanliness, and safety throughout the site, you will share responsibility under the authority of the Maintenance Manager for the day-to-day planning and practical supervision of the multi-skilled team and contractors (if applicable) in a customer-focused environment. You will ensure all compliance and tasked works are completed to a high standard in line with PGL policies, training, and assessment records.

In addition, you will line manage the on-site housekeeping/retail and centre support operation, working closely with the General Manager and the Retail & Facilities Administrator to ensure compliance with Health and Safety measures and PGL Retail and Housekeeping Standards.

You will perform a range of administrative tasks to support the General Manager and these Departments.

Full training in relevant Health & Safety aspects will be provided.

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 ensure high standards of general upkeep and routine maintenance of the site facilities to include grounds and buildings

- Work with your line manager to resolve specialist works and make recommendations on project and capital works, ensuring all tasks are performed to the best of your ability.
- Make a positive contribution to the site's presentation and undertake tasks as directed by your line manager, proactively seeking training to address competency deficiencies.
- Maintain and repair all external assets to centre standards, aiming to enhance operational performance.

To deliver compliance works within all statutory and in-house requirements, undertaking checks, testing, record keeping etc.

- Organise the set periodic schedule of maintenance and grounds care for the entire site in conjunction with your line manager, including organising works resulting from inspections and surveys as directed.



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- Record and input compliance data into relevant systems, and ensure timely response to defects, faults, and incidents.
- Comprehend and adhere to all external and PGL Property and Maintenance Policies, along with associated legislation, ensuring accurate and timely actions to defects, faults, and incidents.
- Adhere to all risk assessments and Health and Safety Standards for a safe and secure environment.
- Proactively identify areas for attention, address and resolve issues, liaising with customers, other departments, and external agencies, while using feedback to continuously improve.

To lead and manage a team of Housekeeping, Retail and Centre Support Assistants

- Deliver practical and engaging training to colleagues ensuring they are well-equipped to perform their roles.
- Monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to support development and career progression.
- Promote health, wellbeing, and personal development principles, enabling your team to reach their full potential.
- Complete administrative tasks involved in being a people manager, such as keeping colleague records up to date, appraisals, absence related paperwork, employee relations paperwork and qualifications.

Housekeeping Duties and making a positive contribution to the presentation of the centre

- Maintain the highest standards of cleanliness and implement a regular deep cleaning program, ensuring all cleaning schedules are followed and recorded.
- Oversee the preparation of guest accommodation, communal areas and colleague accommodation to the highest standards of cleanliness, sanitisation and presentation.
- Carry out stock takes of cleaning materials when directed.
- Organise external laundry collections.

To ensure company safe systems of work are employed and procedures relating to Health and Safety are always followed

- Adhere to all relevant Risk Assessments, Method Statements, Action Plans, and Health & Safety Policies, ensuring that working areas are tidy and all equipment and chemicals are stored according to company policies.
- Attend a monthly Health and Safety meeting to ensure good communication and reporting throughout departments in line with Health & Safety Policies.
- Coordinate and conduct guest and colleague accommodation checks to ensure Health and Safety policies are followed.



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To react and manage emergency situations i.e. boiler breakdowns, power outage, fire alarms, security breaches, floods etc.

- With the support of the Maintenance Manager implement company policy during emergencies, prioritise emergency call-out work over routine tasks, and participate in site emergency procedures, including programmed out-of-hours obligations.

Assist with site-specific duties

- Capable of deputising for the Maintenance Manager during absences, including staff training and development, ensuring availability for development requirements such as courses and meetings, and performing duties within a flexible but structured schedule managed by the Maintenance Manager.

Innovation and Improvement

- Advise and assist site development and the company's 'Sustainability Forum' on cost reduction, performance improvement, and delivering improvement strategies.

Assist with centre specific duties

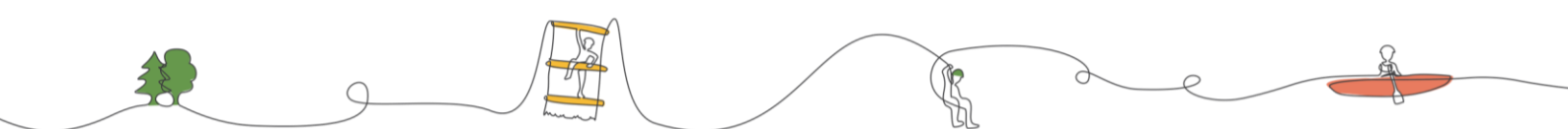
- Contribute at a senior level to the daily operations of the centre, including handling guest and staff queries, emergency situations, assisting other departments, performing weekend/out-of-hours work on a flexible basis, providing assistance at other centres across the PGL estate, and undertaking additional tasks as directed within your skillset.

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
Previous administration experience	✓	
Computer aided facilities management/maintenance system (e.g. Expansive)		✓
Experience in practical works in a handy-person function or similar	✓	
Horticultural/agricultural experience and/or qualifications		✓
A trade background with relevant qualifications or appropriate experience		✓
Technical experience and /or qualifications		✓
Health and Safety qualification (or prepared to work towards)	✓	
SST		✓



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Previous experience or demonstrable ability in relevant works supervision roles		✓
Level 3 award in Leadership and Management		✓

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	
Good organisational skills	✓	
Fluent spoken and comprehension of French		✓
Fluent spoken and comprehension of English		✓
Comfortable using conversational French on a day-to-day basis	✓	
Comfortable using conversational English on a day-to-day basis	✓	
Ability to lead team and deliver results	✓	

Personal Attributes	Essential	Desirable
Manages own time and workload effectively to focus on best value activities.	✓	
Treats people in a fair, consistent, and respectful manner and values diversity	✓	
Communicates and presents effectively; with passion and energy	✓	
Delivers an exceptional customer experience.	✓	
Develops and maintains effective working relationships with others.	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check, Casier Judiciaire Bulletin 3 or Overseas Police Check	✓	
Full Drivers licence		✓

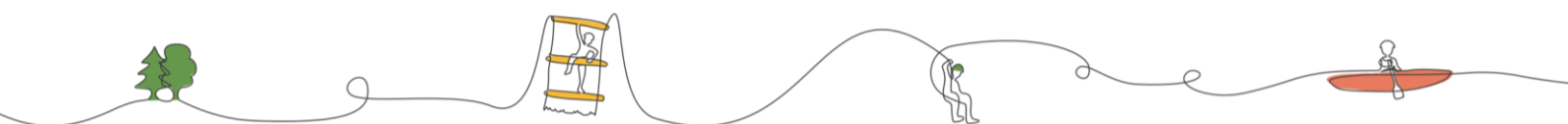
Additional information

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.

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:



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- 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 26/11/2024.

