

PGL Job Description



Job Title: Night Support Assistant

Reporting to: Night Support Team Leader

Main purpose of the role

Monitor the centre throughout the night ensuring comfort, safety, and security whilst maintaining excellent guest and colleague care. React to emergency situations, taking charge in assisting guests and escalating when necessary.

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

Promote comfort, safety and security through the night, being a key point of contact

- Conduct regular patrols of the centre grounds throughout the night, monitoring entry and exit points.
- Promptly address and assist with the resolving of guest issues and complaints, escalating unresolved matters appropriately to Night Support Team Leader.
- Take action in emergency situations, escalating when necessary.
- Maintaining accurate records of incidents and concerns raised throughout the night.

Assist with centre presentation and compliance

- Complete maintenance and compliance tasks with due diligence as instructed.
- Completing set tasks to improve centre presentation, including waste management and assisting with the shutdown of retail areas.
- Role model positive Health and Safety behaviours, working safely and escalating unsafe practices to the Night Support Team Leader.
- Promote PGL's environmental policy by rectifying issues and reporting any areas of concern.

Provide high levels of customer service in a residential outdoor setting

- Assist with tasks to promote a positive customer experience as directed.
- Assist in other departments as required and at other centres across the PGL estate as required.
- Remain calm when dealing with challenging situations whilst escalating as efficiently as possible.



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

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		✓
Experience in a Night Support role		✓
Experience of successfully lone working		✓
Experience of working in a maintenance role		✓

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 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	✓	

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.



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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 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.

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 23/04/2024

