

PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Night Support Team Leader

Reporting to: Guest Experience Assistant Manager / Guest Experience Manager

Main purpose of the role

Managing the centre throughout the night ensuring comfort, safety, and security whilst maintaining excellent guest and colleague care. Respond 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

Lead and manage Night Support Assistants (not applicable at all centres) spec.

- Lead, motivate, and inspire your team to deliver an excellent guest experience, acting as a role model by demonstrating the highest standards of behaviour.
- 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.
- Use People Management processes to address performance and conduct concerns, improving standards.
- Complete all administrative tasks involved in being a people manager from colleague welcome to departure. This includes tasks such as right to work checks, keeping colleague records up to date (appraisals, absence related paperwork, employee relations paperwork and qualifications) and completing the relevant departure checks.

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

- Conduct regular patrols of the centre grounds throughout the night, monitoring entry and exit points.
- Promptly address and resolve guest issues and complaints, escalating unresolved matters appropriately.
- Deal with emergency situations, taking the lead in managing and escalating the situation when necessary.
- Maintaining accurate records of incidents and concerns raised throughout the night.



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Assist with centre presentation and compliance

- Complete maintenance and compliance tasks with due diligence.
- Actively seek out opportunities to improve centre presentation, including waste management and assisting with the shutdown of retail areas.
- Role model positive Health and Safety behaviours, always working safe and challenging inappropriate working practices.
- 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

- Support with the delivery of an excellent guest experience by interacting with guests throughout their stay.
- Remain calm when dealing with challenging situations, inspiring confidence, and trust.
- Look for formal and informal opportunities to gather and share guest feedback.
- Assist in other departments as required and at other centres across the PGL estate as required

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
First aid qualification	✓	
Experience of working with children and young adults	✓	
Experience of leading and managing teams in a team leader or supervisory role		✓
Experience of giving constructive and developmental feedback		✓
Level 3 award in Leadership and Management		✓
Level 3 award in Education and Training		✓
GCSE Grade D or equivalent (e.g. Functional Skills Level 1) or above in English, or willing to work towards it		✓
Experience of successfully lone working		✓
Experience in a Night Support role (or equivalent)		✓

Skills & Knowledge	Essential	Desirable
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IT literate in a range of MS Office applications (Word, Excel)	✓	
Ability to lead a team and deliver results		✓

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

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 supporting our B Corp certification.

This requires personal, departmental and company-wide level support 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 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 supporting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding



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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 23/04/2024.

