

PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: People Administrator

Reporting to: People Administration Team Leader

Main purpose of the role

To undertake the completion of people administration processes to ensure a safe, fun and enjoyable experience for our UK Centre Colleagues.

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

Support the People & Culture department with administrative tasks required to manage and deliver a great colleague experience

- Support the onboarding of our new colleagues to ensure they have an excellent welcome and induction into centre life by ensuring both they and the centre teams are prepared for their arrival.
- Ensure our colleagues are paid accurately, by completing payroll administration in line with timescales and be the main point of contact for all colleague payroll queries.
- Maintain accurate and up-to-date colleague records within our HR systems, whilst handling all colleague information confidentially and with discretion.
- Assist in the continuous management of people processes and procedures such as: performance evaluation, health and wellbeing management, absence, employee engagement and communication.
- Respond to queries from the leadership and management team regarding people processes and provide training/assistance where required.

Ensure data integrity and the provision of data for managers

- Ensure compliance with related policies and relevant employment law and government legislation (eg: RTW) through data checks and audits.
- Generating people reports so managers are able to analyse data, identify trends and make recommendations for improvement.

Be a great role model and part of the wider People & Culture Team

- Maintains effective working relationships with all colleagues and PGL departments, such as resourcing and payroll.
- Assist other regions where required.
- Assist in the provision of 7-day People Admin cover for our centres.

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Useful Information:

Our People & Culture function 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
Associate (Level 3) CIPD or willing to work towards		✓
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)	✓	
Have completed Recruiting Safely Training (or prepared to work towards)	✓	
Previous administrative experience		✓
IT literate in Word and Excel including the ability to produce spreadsheets and complete advanced formatting tasks	✓	
MHFA (Mental health first aid) Qualification or willing to work towards		✓

Skills & Knowledge	Essential	Desirable
Up to date knowledge of UK employment law	✓	
IT literate in a range of MS Office applications (Word, Excel)	✓	
Knowledge of GDPR and Privacy laws and their relevance to P&C practice	✓	
Ability to prioritise and manage multiple workstreams	✓	
Strong written and verbal communication skills with the ability influence	✓	
Effective relationship building and communication skills	✓	
Understanding of employee engagement and motivation theory		✓

Personal Attributes	Essential	Desirable
Ability to maintain confidentiality and professional discretion	✓	
Accurate with a high attention to detail	✓	
Ability to make evidence based, considered judgements and decisions	✓	
Resilient - able to cope with highly emotional or distressing situations	✓	
Ability to work effectively with others	✓	
Genuine commitment to Equity and promoting the Values of diversity	✓	

Additional requirements	Essential	Desirable

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Enhanced DBS check	✓	
Full UK Driver's license		✓

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 and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. This role requires an Enhanced criminal records check (known as a 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.

'Lend a Hand'

Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don't usually

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work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

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 16/05/2024.