

# PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

## Job Title: Resourcing Administrator

Reporting to: Administration Team Leader

### Main purpose of the role

To ensure all candidates undergo proper background checks to confirm suitability for working with children, adhere to safeguarding procedures for any concerns, provide accurate personnel information to relevant teams, and work with the Administration Team Leader to maintain compliance with PGL policy and best practices.

As part of PGL Beyond 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

#### Assessment and background checking of candidates regarding their suitability for employment

- Using all information available from the application and pre-employment questionnaire, check CVs and applications prior to the Onboarding Call to ensure gaps in employment and information required for references is questioned.
- Conduct comprehensive video Onboarding Calls to ensure candidates provide us with the correct reference details (in line with PGL policy); have the correct ID and have provided a full five-year address history to enable us to apply for a DBS; Overseas Police Checks are applied for if required and that they have the correct documents for their Right to Work check.
- Check and update DBS/OSPC results to ensure criminal record checks are received prior to start and any that are not clear are referred to be reviewed at the Safeguarding Meeting.

#### Customer Service

- Provide a friendly and efficient telephone service and promptly answer incoming emails to build and maintain strong internal and external customer relationships.
- Develop effective working relationships with colleagues across departments and on centre to enable seamless communication and collaboration.

#### Daily Administrative tasks associated with the Resourcing Department

- Ensure candidates provide required information for onboarding, including references, DBS/Overseas Police Checks, and right-to-work documentation; request and follow up on any missing details.
- Request and review references, querying any issues, and escalate concerns to the weekly Safeguarding Meeting as needed.

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- Monitor and ensure all necessary background checks (DBS, Overseas Criminal Records Checks, right-to-work/visa documentation) are completed before candidates start work, including risk assessments if applicable.
- Check and track completion of required training course Medical Questionnaires and manage the onboarding workflow for all candidates.
- Communicate with centre P&C and training teams regarding new starters and outstanding background checks to ensure compliance.
- Handle any delays or issues with references and background checks by following up and requesting necessary documentation.

## Maintain and update the Resourcing Departments HR database to ensure that Background Checks are accurately recorded and monitored via Background Check Reports

- Maintain accurate and compliant candidate records in the Resourcing system, adhering to Data Protection guidelines, and ensure all required documents are completed before employment begins.
- Proactively manage background check reports and communicate with relevant colleagues to address any issues, ensuring all checks are completed before start dates and monitoring for any necessary supervision or delays.

## Additional responsibilities and general office duties

- Perform general administrative tasks, including database maintenance and file housekeeping, and complete employment references related to colleagues' performance.
- Adhere to the company's health and safety and Equal Opportunities policies in all work aspects, while continuously updating skills and knowledge to stay current with technological and procedural changes.
- Regularly review and work towards achieving personal targets and objectives.

## Useful Information

Our Service Delivery 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
Experience in setting up new systems and procedures		✓
Experience managing workload and prioritising tasks	✓	
Experience in general administrative tasks	✓	

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Experience in delivering high levels of customer service	✓	
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Skills & Knowledge	Essential	Desirable
Knowledge of PGL Locations and recruitment processes		✓
Use of Iris Cascade and Cornerstone HR Systems		✓
Excellent written and oral communication skills	✓	
Good organisational skills and attention to details	✓	
Knowledge of GDPR and experience dealing with confidential information	✓	
Use of Microsoft Office Programmes	✓	

Personal Attributes	Essential	Desirable
Delivers an exceptional customer service	✓	
Gives practical assistance to other areas with problem solving	✓	
Uses experience, knowledge and judgement to identify root causes	✓	
Accepts accountability for own performance and areas of responsibility	✓	
Actively looks to improve the way we work, promotes the culture of continuous improvement	✓	
Communicates appropriately and effectively with others	✓	
Develops and maintains effective relationships with others	✓	

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

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- 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.

## 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 work alongside in a job role other than our own, whilst also providing valuable support 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 22/07/2024