



job description

Job Title: Facilities Assistant Manager

Reports to: Facilities Manager

Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL has to offer. We believe work should be a place where you can be your best and feel your best.

Purpose of the role:

What we'd like you to do: Reporting to the Facilities Manager, you will be responsible for maintaining the cleanliness and overall safety of the site, in order to deliver the best guest experience. You will support the Facilities Manager to manage the day-to-day running of the Maintenance and Housekeeping operations, as well as line-managing individuals across both those teams. You will provide deputised cover in the Facilities Manager's absence.

Contribute to the delivery of a high-quality, fun and safe guest experience:

- Be responsible for ensuring every area is kept to the highest standards of cleanliness and the environment is safe and clean, meeting colleagues and guests expectations as set by PGL.
- Manage and respond to guest queries and issues related to assets on site e.g. cleanliness and maintenance of rooms
- Support the Facilities Manager in ensuring all on-site routine, reactive and planned maintenance works are carried out in a timely manner, and with minimal disruption to guests
- Support the Facilities Managers in ensuring all activity bases on site are kept safe robust and customer ready at all times in line with PGL standards and react to any breakdowns or failures to ensure their continued use.
- Deal with any special requests and feedback in a timely and fair-minded way, putting robust measures in place to ensure there is no re-occurrence of issues.

Contribute to personal and colleague development with the ambition to create great leaders:

- Line management of team members including, conducting probationary and mid-point reviews, creating Personal Development Plans, facilitating training requirements, supporting career conversations and conducting regular 1:1 sessions.
- Lead or support disciplinaries, risk assessments and investigations as required.
- Lead or support inductions to welcome new colleagues
- Support the welfare and wellbeing of the team.
- Provide and seek feedback from other colleagues on centres, especially members within your own team.
- Review of schedules, to manage any ad-hoc adjustments required by exception.

Immaculately implement policies, services and standards:

- Support the delivery of green technical and safe and compliant audit results.
- Support the Facilities Manager to ensure high standards of general upkeep and routine Facilities Management of the site. This includes grounds, buildings, guest areas, vehicle fleet and activity bases.
- Carry out daily site inspections to ensure health, safety and hygiene standards are upheld, and brand damages are mitigated.
- Oversee the day-to-day housekeeping activities, ensuring they are carried out efficiently and to a high standard, in line with guest itineraries and special requests (e.g. bedding).
- Plan and oversee any deep cleaning and other routine housekeeping activities outside of changeover activities are completed on time and to a high standard.
- Ensure that the facilities operation meets all laws, regulations and policies in line with health and safety and PGL Standards.



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- Ensure effective implementation and briefing of new policies and procedures, as and when identified to the site Facilities and Housekeeping teams.
- Ensure any relevant stock management is controlled in line with PGL requirements.
- Escalate and in some cases resolve incidents, depending on the recommended course of action.
- Assist with the management of contractors to monitor their performance in line with set KPIs.
- Support the Facilities Manager to ensure that all necessary documentation is being used, accurate record keeping is maintained, CDM protocols are being followed and all statutory certification is compiled and held onsite.

Embrace and promote a 'One Best Way' approach collaborating with other centre functions.

- Support the line management of the Facilities team (e.g. Maintenance, Housekeeping & Activities) .
- Support the Facilities Manager to liaise regularly with central Procurement teams to ensure sites have all the required supplies and equipment. Carry out any ad-hoc ordering or procurement of supplies on behalf of the team, in exceptional circumstances.
- Responsible for CapEx and OpEx spend and budgetary control, ensuring that costs are tightly monitored and controlled.
- Provide cover for and can deputise for the Facilities Manager.
- Contribute to the management activities across the centre including functional meetings and duty rota.
- Input into strategic workforce planning, recruitment, attrition and performance metrics for the centre, as appropriate.
- Carry out ad-hoc requests by the Facilities Manager in liaison with the Regional Facilities Manager as and when requested.
- React and manage emergency situations in relation to the Facilities Management of all guest areas and facilities i.e. boiler breakdowns, power outage etc.
- Conduct on-call duties, such as a Duty Manager or Emergency Support Manager cover (inclusive of overnight support) on a rota basis.
- Support the Facilities Manager and wider Centre management team with special projects, as required.

** You may also be required to support alternative teams in project work or any other capacity across your centre or the business*



person specification

Key competencies:

Competency statement	Competency Area
<ul style="list-style-type: none"> Makes sound decisions based on knowledge, experience and available information. Has confidence to make decision within level of authority without referral to manager. 	Decision Making
<ul style="list-style-type: none"> Produces quality work within budget which consistently meets deadlines. Makes effective use of available resources. 	Teamwork
<ul style="list-style-type: none"> Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo. Looks for new or innovative approaches to solve the issue. Identifies potential barriers and looks to reduce or remove their impact. 	Change, Innovation & Problem Solving
<ul style="list-style-type: none"> Produces quality work within budget which consistently meets deadlines. Makes effective use of available resources. 	Delivering Excellence
<ul style="list-style-type: none"> Communicates and presents effectively to both guests, colleagues and third parties, including ability to negotiate and manage external suppliers 	Interacting and Presenting
<ul style="list-style-type: none"> Conducts regular observations against agreed standards, provides high quality feedback and uses coaching to improve performance. 	Leading and Managing People
<ul style="list-style-type: none"> Takes responsibility for delivery of an exceptional colleague & customer experience 	Customer Focus

Relevant experience:

	Essential	Desirable
Evidence of managing teams	✓	
Information technology (Microsoft Outlook/Email, Word and Excel)	✓	
Experience using facilities management/maintenance systems/prepared to work towards	✓	
Horticultural/agricultural experience and/or qualifications		✓
Strong organisational and time management skills with the ability to prioritise and deliver to tight deadlines in a demanding environment	✓	
Demonstrable knowledge and application of PGL standards and procedures, legal and regulatory requirements		✓
Good knowledge of site and assets		✓

Relevant qualifications:

	Essential	Desirable
Driving Licence (must be able to independently and freely visit all operational sites)	✓	
A trade / FM or Housekeeping supervisory background with relevant qualifications (or prepared to work towards)	✓	
First Aid at Work (or prepared to work towards)	✓	
Health and Safety qualification e.g NEBOSH, IOSH		✓
Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management (or prepared to work towards)		✓
Completed the PGL Leadership and Management Programme (If internal) (or prepared to work towards)		✓

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.