

PGL Job Description



Job Title: Housekeeping Team Leader

Reporting to: Facilities Assistant Manager or Facilities Manager

Main purpose of the role

To support a high standard of housekeeping, cleaning, and laundry in a busy environment for guests, colleagues, and visitors, you will ensure these services across all on-site facilities. You will be responsible for maintaining PGL standards and safety procedures while meeting agreed targets and KPI's.

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

To lead and manage a team of Housekeeping Assistants

- 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.
- Establish regular, scheduled 1:1s with your direct reports and Line Manager, using this time to constructively document and air concerns/issues, discuss progression, training and development, as well as celebrate positive outcomes that have been achieved.
- 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.

To ensure that the housekeeping operation abides by all rules, regulations and policies in line with PGL standards and Health & Safety law

- Ensure compliance with regulations, risk assessments, Health, Hygiene, and Safety policies, including COSHH.
- Maintain a safe, clean, and presentable environment in all housekeeping areas and storerooms.



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- Oversee housekeeping operations, prepare for audits, and manage laundry services, providing feedback as needed.

To focus on all customers including guests, colleagues and visitors, meeting their expectations in line with PGL housekeeping standards

- Ensure all areas meet PGL cleanliness standards and oversee the creation and adherence to cleaning schedules.
- Maintain and develop high-quality service standards, supporting a deep cleaning programme, and addressing quality concerns.
- Liaise with guests, departments, and external agencies to resolve issues, update information, and use feedback for continuous improvement.

Supervise all financial and stock aspects of the housekeeping operation to ensure maximum value for money and effective cost control

- Control stock ordering and manage wastage to optimise financial performance, while maintaining good rotation aligned with guest levels.
- Maximise efficiencies through managing workflows and promptly notifying management of significant stock issues.
- Supervise linen and laundry areas closely, overseeing stock control, invoicing, and delivery notes.

Supervise facilities, resources, and the working environment to meet all required regulations, policies and standards

- Ensure all facilities are clean, tidy, and fit for purpose.
- Ensure housekeeping equipment and in-house laundry machinery is maintained as per Health and Safety requirements.
- Maintain a healthy and safe working environment, incorporating environmental concerns and sustainability in departmental operations.

Assist with centre specific duties associated with a children's residential activity centre:

- Contribute to the daily operations of a residential activity centre, handling guest and colleague queries and emergency situations.
- Provide support to other departments and assist at other PGL centres 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



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

| Education, Experience & Achievements | Essential | Desirable |
|---|-----------|-----------|
| Experience in delivering high levels of customer service | ✓ | |
| Experience of working with children and young adults | | ✓ |
| Minimum of 3 months hospitality experience | ✓ | |
| Control of Substances Hazardous to Health Training | ✓ | |
| First aid qualification | | ✓ |
| Experience of leading and managing teams in a team leader or supervisory role | ✓ | |
| GCSE Grade A-C English, Maths or Functional Skills L2 | | ✓ |
| Level 3 award in Leadership and Management | | ✓ |
| Level 3 award in Education and Training | | ✓ |

| Skills & Knowledge | Essential | Desirable |
|---|-----------|-----------|
| Good organisational skills | ✓ | |
| Ability to work as part of a team and deliver results | ✓ | |

| 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 | ✓ | |
| 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, 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.



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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 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. 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 26/07/2024.

