

PGL Job Description



Job Title: Retail Assistant

Reporting to: Retail Team Leader/ Retail Manager

Main purpose of the role

As part of the retail team, you will help ensure our retail outlets, social hub activities and vending machines are professionally managed, maintaining high customer service standards and accurate accounting of monies and stock, with duties varying slightly between centres.

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

Gift Shop & Social Hub

- Provide excellent customer service to guests with a positive attitude and smile.
- Maintain Health and Safety Standards rigorously.
- Ensure proper merchandising by replenishing and rotating stock, adhering to photobook standards, and managing waste effectively.
- Assist with stocktakes and accurately document wastage for record-keeping.
- Operate the EPOS till, handling cash and card payments efficiently.
- Keep the shop clean, tidy, and presentable, including restocking vending machines and assisting guests with self-selection for an enjoyable shopping experience.

Social Hub Only

- Preparation and serving of food, following all Food Safety policies and guidelines.
- Serve beverages, adhering to weights and measures.
- Use of pot wash equipment to clean plates and glasses.
- General cleaning duties to ensure a welcoming, safe, and presentable environment for guests.
- Assisting with events held in the social club, but not limited to assisting - creating and leading events of your own!

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

- Assist in other departments as required (Catering, Housekeeping and Facilities)
- Assist at other centres across PGL as required.
- Residential colleagues may be required to cover an overnight Emergency Assistant shift on a rota basis.



PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

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
Experience in delivering high levels of customer service	✓	
Experience of working with children and young adults		✓
Previous retail experience	✓	
Previous bar experience		✓
Functional Skills L1 or GCSE Grade D-E in maths and English	✓	
Functional Skills L2 or GCSE Grade A-C in maths and English		✓

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	✓	

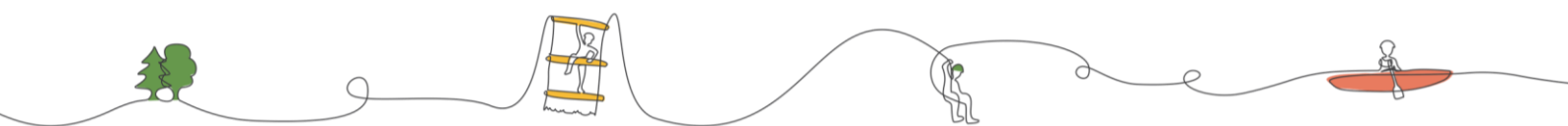
Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

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.



PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

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 08/07/2024.

