



job description

Job title: Activity Instructor/Group Leader

Reports to: Team Leader/Program Manager

Award Classification: Level 3 leisure attendant grade 2

At PGL, our purpose is to enrich young people's lives. We live by our values of Teamwork, Fun, Respect, Inclusivity, Quality and Safety.

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. Our team are dedicated to offer the very best and safest experience to schools, families and our PGL colleagues – nothing is too much trouble!

Purpose of the role:

Working in the combined role of Activity Instructor/Group Leader, you will be responsible for delivering fun but challenging experiences and activities for young people. You will also supervise and organise PGL guests outside of these activity sessions and organise and participate in evening activities to ensure that PGL's guests have the best stay possible.

What we'd like you to do:

Deliver safe and enjoyable PGL activity sessions to all PGL guests

- Take full responsibility for PGL's guests and accompanying adults during structured activity sessions.
- Teach groups basic technique and encourage relevant improvement.
- Maintain overall supervision and give individual guidance, ensuring that guests realise their potential and gain maximum enjoyment from each session.
- Ensure that all sessions are conducted in a safe manner in accordance with the company's site specific Minimum Operating Standards.
- Take full responsibility for all equipment, use according to training received and record any damage or faults

Take full responsibility of guests outside structured activity sessions (Group Leader)

- Welcome the groups on arrival, conduct site tours, fire drills and welcome briefings with Party Leaders, accompanying adults and guests.
- Determine the groups objectives and communicate regularly with the Party Leader to ensure these objectives are being met.
- Supervise and organise guests outside of structured activity sessions ensuring the group is organised and entertained.
- Liaise with Party Leaders/accompanying adults ensuring that any problems or issues are resolved appropriately and in a timely manner.
- Organise and participate in evening activities.

Broaden your own activity competence/knowledge

- Attend any training courses as directed by the AIGL Team Leader or Program Manager.
- Regularly review own targets and work towards the achievement of agreed objectives.



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

- Assist in other departments as required (Catering, Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required.
- Other duties as required by the Centre Manager within the scope and classification of this role.

A little bit about you:

- Previous experience working with children and young adult groups is essential
- We will ask you to satisfactorily complete PGLs AIGL in house training course
- Previous experience in taking outdoor leisure activities highly regarded.

What we'd like from you:

- Have the ability to work as part of a team and deliver results
- Ability to communicate effectively with others
- A positive attitude
- Adaptability to change
- Motivation to perform at a high standard
- Accept responsibility and accountability for own performance and areas of responsibility
- Experience in delivering an exceptional guest service
- Great organisational skills
- Take responsibility for own health and well being
- Demonstrate a commitment to the vision, values and mission of the organisation
- Promote a culture of tolerance and respect
- Relevant National Governing Body qualifications are desirable.

We'll need you to have:

Because children are so important to us here at PGL, we will need you to maintain a satisfactory Working with Children's Checks/Blue Card. We'll also need to have two satisfactory references before you start. During your employment with us you will have a duty to report any safeguarding concerns through the appropriate channels.

Additional Information:

Performance Review

- Regular assessment will be made of personal performance against agreed objectives and targets
- Annual Appraisal conducted by the Program Manager

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.