

PGL Job Description



Job Title: Housekeeping Assistant

Reporting to: Housekeeping Manager

Classification: Level 2 guest service grade 2

Main purpose of the role

To ensure that guests receive a great first impression and be responsible for ensuring the highest customer service levels are always delivered, while ensuring that guests and colleagues reside and work in a clean, presentable environment.

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 commitment to looking after you and your career.

Responsibilities

To ensure that the centres are kept clean and presentable

- Preparing guest rooms for their arrival, including vacuuming, dusting and changing beds.
- Ensuring the cleanliness and upkeep of sanitation facilities on a day to day basis (toilets, showers and changing areas)
- Ensuring front of house and communal areas are clean and tidy on a day to day basis.
- Upkeep of high standards of centre presentation and appearance.
- Proactively identifying areas of attention and referring these to the Housekeeper/Maintenance Manager.

To use equipment and chemicals safely

- To undertake Health and Safety training in COSHH (use of cleaning materials).
- Undertake Manual Handling training (Lifting and Pulling)
- Use correct Manual Handling techniques at all times
- Correct use and storage of all chemicals and equipment
- Carrying out stock takes of cleaning materials and informing line managers immediately of any shortages
- Ensure the guest laundry (including linen) is clean and stocked properly

Provide a high level of customer service by maintaining standards

- Maintain a professional image being polite, helpful and courteous always
- Respond to customer comments and complaints in a positive and proactive manner
- Upkeep of high standard of cleanliness and hygiene within the department
- Adherence to all health and safety regulations overall



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- Adhere to environmental standards

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

- Assist in other departments as required (Catering, Maintenance and Retail)
- Assist at other centres across the PGL estate as required
- Attend training courses as directed by your line manager
- Other duties as required by the Housekeeping Manager and within the scope and classification of this role

Useful Information

Our centre is transforming to better position us to support 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 and responsibilities, 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 housekeeping experience		✓

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

Personal Attributes	Essential	Desirable
Ability to collaborate effectively with others	✓	
Takes responsibility for the delivery of an exceptional customer experience	✓	
Acts in a manner that supports the values of the organisation and benefits our reputation	✓	
Support teammates in the development of their skills	✓	
Complies with all relevant policies and procedures	✓	

Additional requirements	Essential	Desirable
Working with Children Check (Vic) / Blue Card (Qld)	✓	



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Additional information

Environmental & Social Governance (ESG)

You are required to support and champion our Better Beyond Adventure Environmental Social Governance strategy whilst supporting our B Corp certification.

This requires personal, departmental and company-wide level support 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 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 supporting 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. You are required to obtain and maintain an employee Working with Children Check (Vic) / paid Blue Card (Qld) and 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 18/09/2024.

