

PGL Job Description



Job Title: Activity Instructor Group Leader (AIGL)

Reporting to: AIGL Team Leader

Classification: Level 3 leisure attendant grade 2

Main purpose of the role

Get ready to create an unforgettable PGL holiday experience that's bursting with excitement and adventure! As a key team member, you'll be the master of making memories by delivering activities, organising daily operations, and providing excellent pastoral care. You'll also be the spark that sets off the evening activities extravaganza and serve as the link to the wider centre operation, making sure everything runs smoothly and safely.

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

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 for guests outside of 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.



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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.

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.

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 | ✓ | |
| First aid qualification | | ✓ |
| Previous experience in taking outdoor leisure activities | | ✓ |

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

| 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 | ✓ | |



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

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 16/08/2024.

