

PGL Job Description



Job Title: Maintenance Assistant

Reporting to: Maintenance Team Leader / Maintenance Manager

Classification: Level 3 Handyman

Main purpose of the role

As a Maintenance Assistant, you have a crucial role to ensure our centres run like clockwork and that the non-activity side of our guests' stay exceeds their expectations. Reporting to the Maintenance Manager, you will be involved in some of the essential support services at the centre, including aesthetic appearance, basic repairs, general upkeep of grounds and buildings, and cleanliness. You will receive full training in relevant health and safety aspects.

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

Ensure high levels of general upkeep and routine maintenance of the centre facilities to include grounds and buildings.

- Making a positive contribution to the presentation of the centre.
- Using your skills, you will work to a high standard in maintenance of the buildings and grounds.
- Working as part of a team you will ensure the grounds and facilities are suitable/safe working order, escalating concerns to the Maintenance Manager
- Maintaining grounds and playing areas to an agreed standard
- Undertaking maintenance projects dependant on your skills and competence
- Accompanying local maintenance specialists and assisting as and when required.
- Ensuring the upkeep and cleanliness of the accommodation and sanitation facilities (toilets, showers).
- Carry out minor repairs as directed by the Maintenance Manager and in accordance with skillset and training

Ensure company safe systems of work are employed and procedures relating to health and safety are followed at all times.

- Adhering to Health and Safety guidelines in the use of chemicals and equipment.
- Following all PGL procedures in relation to gardening & maintenance work (including the use of tools and equipment).
- Undertake pre-work checks as required when using machinery and equipment



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- Ensuring that the stores area is kept tidy and accessible and chemical stores remain locked at all times.
- Ensure all tools and equipment are stored safely and correctly at the conclusion of each shift.
- Abide and follow all PGL policies and procedures
- Undertake training and familiarisation initiatives relevant to role and as directed by Maintenance Manager

React and manage emergency situations in relation to maintenance of grounds and facilities i.e boiler breakdowns, power outage

- Implementing company procedure in the event of an emergency.
- May be required to respond out of hours to provide technical support.

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

- Assist in other departments as required (Catering, Housekeeping and Operations).
- Assist at other centres across the PGL estate as required.
- Residential staff may be required to cover an overnight on-call Emergency Assistant shift on a rota basis.
- Other duties as required by the Maintenance Manager and within the scope and classification of this role.

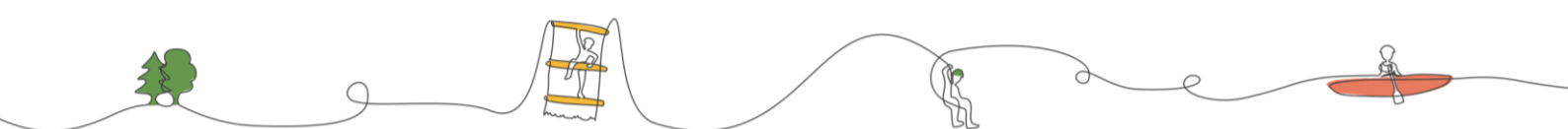
Useful Information

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 working with tools to repair and maintain buildings	✓	
Horticultural / agricultural experience and / or qualifications	✓	
First Aid Certificate		✓

Skills & Knowledge	Essential	Desirable
Knowledge and ability to perform routine repair and maintenance work	✓	



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Produce quality work within budget which consistently meets due dates and deadlines	✓	
Gather available information to understand factors that may influence the decision	✓	

Personal Attributes	Essential	Desirable
Take responsibility for the deliver of an exceptional customer experience	✓	
Ability to work effectively as part of a team	✓	
Communicate appropriately and effectively with others	✓	
Carefully evaluate each potential solution	✓	
Adopt a positive attitude to change and recognise that change is necessary	✓	
Demonstrates commitment and alignment to PGL's values	✓	
Adopt a leadership style that is appropriate to the situation (as required)	✓	

Additional requirements	Essential	Desirable
A current drivers licence	✓	
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, 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.

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.



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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 09/10/2024

