

Job Description



Job Title:	Lifeguard
Department:	Centre for Sport
Line Manager:	Centre for Sport Manager

Job Purpose:
<p>To be responsible for lifeguarding the School's swimming pool and ensuring the safety of users within this area at all times.</p> <p>To deliver an excellent customer service experience to all users of the Galleon Club, ensuring the safety and satisfaction of all people using the facilities within the Centre for Sport.</p> <p>To assist with and carry out cleaning duties to ensure the building is maintained to a high standard for the users of the Centre.</p>

Main Responsibilities:		
1	<p>Lifeguarding:</p> <p>To be responsible for all lifeguarding duties for the swimming pool, ensuring the safety of pool users at all times by following and adhering to the centre's Pool Safety Operating Procedure.</p> <p>To maintain constant surveillance of users in the swimming pool.</p> <p>To provide emergency care and treatment as required until the arrival of emergency medical services.</p> <p>To attend monthly competency training sessions to remain competent and able to deliver such services to members.</p>	65%
2	<p>Customer Care:</p> <p>To be visible and vigilant at all times whilst on poolside ensuring to be proactive in the management of this area and the behaviour and conduct of users</p> <p>To respond in a professional, helpful and friendly manner to a wide variety of customer enquiries when required on shift and covering the reception desk</p> <p>To ensure any complaints are dealt with professionally and passed onto the Centre for Sport Manager to be resolved promptly and efficiently.</p>	15%
4	<p>Health and Safety:</p> <p>To maintain the highest standards of Health and Safety for all Centre for Sport</p>	15%

	<p>facilities by understanding all Club and relevant School policies, and understanding and reviewing all Normal Operating Procedures (NOPs) and Emergency Operating Procedures (EAP) to ensure they remain up to date.</p> <p>To ensure all accidents and incidents are dealt with effectively and reporting procedures are fully adhered to, providing emergency care and treatment as required until the arrival of emergency medical services.</p> <p>To safeguard pool safety by ensuring that the poolside is supervised at all times outside of scheduled events.</p> <p>Maintaining the hygiene and cleanliness of the pool and wet side area,</p> <p>To undertake routine maintenance checks on equipment, and report any maintenance issues, as well as any non-compliance of processes or procedures.</p> <p>Attend any relevant training deemed suitable to protect or improve the service to members and enhance Club safety.</p>	
5	To cover for colleagues' absence, as required, and undertake any other reasonable duties requested by your line manager or members of the management team.	5%

Key Contacts and Working Relationships:

- Reporting into the Assistant Centre for Sport Manager
- Managed on shift by the Senior member of the team on duty

Planning and Organising:

- The main requirement of the role is to lifeguard the swimming pool
- Daily, weekly, monthly and annual checks, records and documents need to be completed to ensure the safety of the building. Checks need to be in place at all times and ready to be reviewed for auditing purposes at any time.
- Consult the activity calendar on each shift and plan time accordingly to ensure activities are set up and taken down on time and in the correct space allocation.

Problem Solving and Decision Making:

- Dealing with general queries and requests for help/support is common and will require the ability to make quick, well-informed decisions, along with an understanding of when and from where to seek further advice. Day to day issues that arise include fabric problems in changing rooms with water leaks, sinks, cubicle doors, locker doors, spillages in the club, blood spillages requiring specialist care, accidents to members requiring first aid treatment.
- The Lifeguard will be able to seek advice from the Centre for Sport Manager or Assistant Managers on shift during the week for more challenging situations and enquiries. At weekends, they will be required to solve problems independently, or wait until a Monday when the management team are back in work to seek guidance and assistance.

Resources and Requirements:

- No line management or budgetary responsibilities associated with the post.
- Responsible for ensuring that all necessary resources are in place to help maintain a tidy building and cater for the requirements of visitors and members to the Centre
- Ensuring that all equipment on poolside is available and in good working order in case of required use during an emergency situation

Knowledge, Skills and Experience:

Essential:

- Previous demonstrable experience of working within a Leisure or Fitness facility
- A current RLSS National Pool Lifeguarding Qualification (NPLQ)
- Able to provide emergency care and treatment as required in a calm and effective manner
- Able to work as part of a team and independently if required
- Able to follow directions (verbal and written)
- Professional and friendly demeanour
- Excellent time management skills

Desirable:

- Hold a minimum of Level 2 gym qualification, HND in Fitness or a degree in a sports or health and fitness orientated course
- Previous experience as a lifeguard
- Previous experience of working in a School/working with children and an understanding of child protection regulations