

## Lifeguard Job Description & Person Specification

### Full Time Hours Available

Various Life Leisure locations across Stockport

£10.42 per hour from April 1<sup>st</sup>

### **About this role:**

Our Lifeguards are enthusiastic, responsible, and hardworking individuals who supervise a wide variety of swimming sessions, maintain the centres' high standards of cleanliness, and assist with general day to day operations. They are one part of our amazing aquatics team that is made up of enthusiastic Apprentices, Lifeguards, Swimming Teachers & Coaches, all of whom enable our customers to enjoy water-based activities in a fun and safe environment.

Lifeguarding can also be a stepping-stone towards a career in the leisure industry; many of our team have progressed into other areas of the business and management roles over time. To work as a Lifeguard, you'll need to have a Lifeguard qualification, for example the National Pool Lifeguard Qualification (NPLQ) but we pride ourselves on developing our people so if you are interested in this opportunity but don't have relevant qualifications don't worry –apply anyway and we'll let you know more about gaining a lifeguard qualification through us. If you'd like to know more about the importance of Lifeguards, the responsible nature of this role and skills it can allow you to develop, you can visit the Royal Life Saving Society's information website: <http://www.rlss.org.uk/bealifeguard/>.

**Reporting to:** General Manager, Duty Managers

### **Job Purpose:**

To assist in the smooth running of the pool area by providing a first-class service. To promote the business, enhance customer satisfaction and the image of the department.

**Person Specification:** The Lifeguard position at Life Leisure is at the heart of the business. Lifeguards should have experience and full knowledge of pool regulations and water testing. They will be confident in their position and able to promote a safe environment. They will have an outgoing personality and be able to deal with all types of people in a professional manner.

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### **Duties and Responsibilities:**

- Supervision and control of pool and surrounding area to ensure safety of bathers, in accordance with the Life Leisure Policy Statement and HSG179 – Managing Health & Safety in Swimming Pools.



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- Perform rescues, give immediate first aid in the event of injury or initiate other emergency action as appropriate.
- Clean pool and surrounding areas, showers and changing facilities and other areas as required.
- Responsible for general safety and behaviour of the public, preventing misuse or damage to internal and external facilities.
- Assemble and dismantle equipment and displays, reporting any defects affecting safety of users.
- Assist users with instructions on the proper use of equipment, when necessary.
- Perform cleaning duties as instructed.
- Assist in Health and Fitness and other activity areas as directed in accordance with the Life Leisure code of practice.
- To provide occasional cover on reception.
- Ensure all users pay the relevant fee and receive a receipt on entry.
- Accept items of lost property and record details.
- Ensure that the code of practice is strictly adhered to in respect of the reception operation.
- Ensure the building is clean and tidy.
- Promote the centre and encourage the use of its facilities and services at all times.
- Ensure that the requirement of Health and Safety at Work Act 1974 and any relevant legislation, guidance notes and codes of practice are complied with.
- To attend any training courses as instructed and to keep their current lifeguard qualification up to date. To wear correct uniform which complies with the company dress code and to abide by the companies' policies and procedures.
- To provide cover at other centres if necessary.
- To carry out any other duties deemed necessary to meet the needs and demands of the business.

## Person specification

### EDUCATION & QUALIFICATIONS

#### Essential

- Full, up to date Pool Lifeguard Qualification e.g., NPLQ or equivalent (Life Leisure do also provide training and qualification if required)

#### Desirable

- First Aid trained / qualification
- RLSS Life Support 1,2,3
- Customer care qualification (NVQ) or experience
- Health and Safety qualification or relevant experience
- Computer qualification

### EXPERIENCE RELEVANT TO THE POSITION



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**Essential**

- Experience of dealing with the general public
- Strong swimmer
- Understanding of customer care needs and necessity for high standard of hygiene in swimming pools

**Desirable**

- Previous experience of working in the leisure industry
- Experience of working in a customer focused environment
- Experience of teaching studio classes
- Previous experience of customer services

**ABILITIES, SKILLS, AND KNOWLEDGE**

Essential

- Capable of passing the Life Leisure Water Assessment as required
- Excellent communication skills
- Ability to deal with members in a polite and professional manner
- Exceptional telephone manner
- Customer focused

Desirable

- Ability to work on own initiative, as well as part of a team
- Ability to follow instructions
- Good general fitness
- Prepared to work shifts

**PERSONALITY**

The applicant will be an important point of contact for staff and members; therefore, they should be: -

**Essential**

- Responsible
- Approachable
- Confident
- Enthusiastic
- Reliable
- Pleasant, friendly, and polite
- Clean, well-groomed, and tidy in appearance

**Desirable**

- Adaptable



- A team player
- Flexible