

# Job Description

<b>Job title</b>	Lifeguard   Recreation Attendant   Activity Activator		
<b>Grade</b>	Band 1 sp 2-4	<b>Responsible to</b>	Team Leader
<b>Salary</b>	£15,500 - £17,089 £9.66 casual rate	<b>Responsible for</b>	Working as part of a team
<b>Hours</b>	Bank Staff (as an when required)	<b>Area</b>	Sawtry

## Purpose of Post:

This is a dual role which provides lifeguard cover, working as part of a team in supervising, controlling, and ensuring the safety of customers, specifically in the pool whilst on lifeguard duty. The role also includes the duties as a recreation attendant ensuring that facilities and areas are ready for customer use

The post also requires post holder to maintain high levels of cleanliness, hygiene in all areas of the centre and to provide the highest standards of customer service to all users, all the time

## Main Duties and Responsibilities:

- Maintain a high degree of customer care whilst dealing with the public and staff at all times and monitor and maintain the safety and welfare of customers and staff within the centre and ensure the correct behaviour and use by customers of centre facilities
  - Supervision and responsibility for the safety of bathers
  - Implement Emergency Action Plans as necessary. This may include evacuations, pool bather rescues and applying first aid including resuscitation
  - To assist in facility and activity changeovers and be familiar with all equipment and procedures and ensure the safe handling, transport and maintenance of the centre's equipment
  - Ensure a high standard of cleanliness is maintained throughout the centre in accordance with cleaning schedules and set standards
  - Ensure all parts of the building are made safe and secure when not in use under the direction of the Centre Operations Manager
  - Carry out any other duties as may be specified by the Team Leader to ensure the effective operation of the service including emergency action plans and procedures
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- CMAT ES and Academy Leisure are committed to safeguarding and promoting the welfare of vulnerable people including children and expects all staff to share this commitment
  - To undertake any other duties as may reasonably be required at any Academy Leisure site and have means of or access to transportation
  - This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to

respond to other duties that may be required from time to time and the changes and developments within Academy Leisure

## **Personal Specification:**

### **Ideal profile:**

- Pool safety can't be underestimated, and neither can the responsibility that comes with this vital lifeguarding role.
- You will enjoy the responsibility, and the role will vary from regular pool rotations, supervising and cleaning the pool area, to setting up equipment and delivering a first-class customer service when dealing with queries from our customers.
- Do your job well, and there shouldn't ever be an emergency. But if the unexpected should happen, you'll be equipped with the skills to potentially save a life.
- If you're calm under pressure, highly responsible and a natural with people from all walks of life, this is your chance to develop as a Lifeguard.
- We look for integrity, a can-do attitude, and a real focus on customer service.
- Passion and personality will also stand you in good stead, combined with knowledge of health and safety legislation and a National Pool Lifeguard Qualification.
- A great team player, you'll make sure our customers have the best possible experience, in terms of enjoyment, safety and hygiene.

### **Expectations:**

- To embrace a teamwork approach where necessary, with the ability to work unsupervised and use own initiative
- To demonstrate basic literacy, IT and numeracy skills
- To demonstrate excellent customer service skills
- To have good communication skills and interpersonal skills
- Have a willingness to learn new skills and abilities
- To be able to implement emergency action plans appropriate to the situation
- The ability to be able to maintain high levels of concentration
- To attend staff training as required
- To be able to deal with customer comments, complaints and queries
- Have the ability to follow systems with accuracy and to be fully compliant with systems and procedures
- Ability to build relationships with customers and staff
- Understanding when to seek advice from relevant sources

### **Nice to have:**

- A basic understanding of Health & Safety issues relevant to the leisure environment
- Experience of working within a leisure environment

- Experience of working within a customer service environment

### **Qualifications:**

- \*RLSS NPLQ Training available
- Pool Plant Operations Certification Certification and advantage
- Coaching / Instructor qualifications Nice to have
- \*First Aid at Work Certificate Training available

\*Essential to the role, cannot work unsupervised without these qualifications.  
Training will be provided, must pass NPLQ within 2 months of commencing employment and FAW during the probationary period

### **Communications:**

Internal:

- Facility Staff via face-to-face
- Dealing with day-to-day operational issues
- Communicating completion of daily and weekly tasks to Team leader / line manager.

External:

- Communication will involve giving assistance and direction to all contacts within the facility
- Facility users
- Academy Staff and students
- Customers, the public, contractors & schools via face-to-face

The postholder will work as part of a team covering the operational hours of the centre which will include being part of a rolling rota that will include some evenings and weekends. The postholder may need to attend management and team meetings outside their normal working hours as required.

The postholder will be expected to undertake any other duties commensurate with the post and grade attributed

This job description will be reviewed annually and may be subject to amendment or modification at any time at request of the Leisure Operations Manager or the incumbent of the post. It is not a comprehensive statement of procedures and tasks but sets out the main expectations in relation to the post holder's professional responsibilities and duties

**The postholder has an implicit duty to promote the welfare and safeguarding of all children and young people. CMAT Ed Services and Academy Leisure is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment**

**All staff will be subject to an enhanced check with the Disclosure and Barring Service.**