South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Lifeguard

GRADE: Band 4

RESPONSIBLE TO: Leisure Development Officer

Overall Objectives of the Post:

To ensure the health, safety and welfare of the general public, colleagues and other facility visitors by ensuring the effective supervision of pools, associated facilities and equipment.

Key Tasks of the Post:

1. You will achieve these objectives by:

- Welcoming all users of the facility promoting a positive image. Anticipating and responding to the needs and requirements of visitors and provide excellent levels of customer service which will be regularly evaluated against our customer charter.
- Remaining alert and vigilant at all times, ensuring the constant scanning of the pools and surrounding areas.
- Having sound knowledge of the Normal and Emergency Operating Procedures and to follow these at all times.
- Adhering to the lifeguard work rota, and rotation and zoning systems.
- Using all drowning and poolside safety equipment (including alarms) as instructed.
- Ensuring users adhere to pool safety guidelines and admissions procedures.
- Being constantly aware of all hazards caused by the environment, physical characteristics of the building and users.
- Liaising with the Leisure Development Officer in terms of any problems or concerns regarding the supervision of the pool and its users.
- Undertaking monitoring and cleaning of changing areas ensuring exceptional levels of cleanliness and hygiene.
- Monitoring customer usage of the building and its facilities being particularly vigilant for anti social behaviour, acts of vandalism and children/vulnerable adult's protection issues.
- Actively participating in keeping the building and its surrounding areas litter free and maintained to a high level of cleanliness.
- Carrying out cleaning duties across the building including external areas to ensure an exemplary visitor experience.
- Assisting when required with the setting up and dismantling of equipment for activity sessions within the building.

- Undertaking pool and environmental testing and other plant room duties, where qualified to do so.
- Attending regular training sessions to ensure ongoing personal development and compliance with the requirements of the National Pool Lifeguard qualification.
- Ensuring a high standard of housekeeping by keeping all general areas and storage facilities clean and tidy.
- Being proactive in promoting activity programmes and membership options across the leisure buildings portfolio with a view to increasing customer throughput, income generation and the financial viability of the leisure operation.
- Embracing the vision of every customer contact being a health improvement contact and signpost customers and visitors to lifestyle change opportunities.
- Making recommendations to the Leisure Development Officers based upon customer feedback to improve service delivery and customer satisfaction.
- Reporting any repairs or defects within the building to the Leisure Development Officer in a timely manner.
- Assisting other members of staff with specific duties, as and when required.
- Working across the leisure buildings portfolio, as and when required.
- Being smart and presentable at all times and wear the correct uniform which complies with leisure portfolio standards.
- Contributing positively to the effectiveness and efficiency of the teams in which you work.
- Participating in the induction and training of new facility staff to ensure a high level of competency is maintained.
- Fully understanding the emergency evacuation procedures for the building in which you work.
- Protecting the image and reputation of South Tyneside Council and its leisure portfolio by positively promoting and representing South Tyneside Council Cultural Services at all times.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GH/KDS

Date: 11/06/2018