



Leisure Attendant (Pool Lifeguard)

Grade C

Group: Public Health & Wellbeing

Service: Leisure Services

Location: Various

Line Manager: Operations Manager

Job Purpose

To provide an excellent customer experience to customers of GO Gateshead by maintaining facility operations and standards.

The key roles of this post will include:

- To prepare activity areas for customers, carry out equipment checks and complete relevant documentation to comply with standards and legislation.
- To supervise the pool in a Lifeguard capacity and Clip and Climb to ensure the safety of all employees and customers.
- To carry out general cleaning and housing keeping duties to maintain the presentation of the leisure facility.
- To deal with any issues in a positive, proactive and professional manner whilst ensuring an excellent customer experience.
- To communicate effectively and professionally to ensure the safety and behaviour of customers is controlled to prevent injury, misuse and damage to the facility and equipment.
- To contribute towards the Council's Thrive Agenda by supporting the operation of facilities and engaging with customers in line with business needs to ensure health equality.
- To be commercially aware and assist with any secondary sales opportunities to generate income where possible.
- To be committed to continuous professional development, undertake any training or qualification, to support personal and service performance.
- To undertake such other duties and responsibilities as may be reasonable required.



Knowledge, Experience & Qualifications

Essential:

Knowledge:

- Customer needs within the Leisure industry

Experience:

- Effective communication skills
- Team working
- Customer service skills

Qualifications:

- A current National Pool Lifeguard Qualification with an up to date training record.

Desirable:

Experience:

- Working in the leisure environment

Qualifications:

- Sports coaching qualification.
- Level 2 Gym qualification
- Leisure Team Member apprenticeship



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences