



## Job Outline

### Culture and Customer Services

Job Title	Lifeguard	Post Number	
Responsible to	Duty Manager		
Overall Purpose: To carry out duties commensurate with the Council's Policies, Procedures and Financial Regulations.			

Principal Accountabilities	
1.	Supervision of users, including as a pool lifeguard, to enhance their enjoyment of the facility and to prevent injury, misuse or damage.
2.	General duties including cleaning, setting out and dismantling of equipment and simple maintenance including pool water testing.
3.	Providing basic instruction in a variety of leisure and sports activities as competent or qualified, including fitness suite inductions.
4.	Organisation and supervision of Sessional activities as directed.
5.	Any duties and responsibilities appropriate to the grade and level of responsibility of the post.
**	In this role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 42 of the Immigration Act 2016.
**	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



## Employee Specification

**Post Title: Lifeguard**

### Essential Criteria

- Must have valid RLSS National Pool Lifeguard qualification.
- Able to complete a skills competency test (swimming 50m in under 60 seconds, swim 100m continuously on front and back, tread water for 30 seconds and climb out of pool unaided without use of ladders or steps).
- Manages customer contact
- Treats customers with respect.
- Gives the customer confidence in what they have done/said.
- Provides clear direction.
- Listens to understand.
- Builds rapport
- Is clear, thorough and accurate
- Works on own initiative
- Acts with integrity and honesty
- Is non-judgemental
- Is a team player
- Is organised
- Takes appropriate action to improve others' performance
- Understands the need for flexibility in terms of working in order to meet the requirements of the service
- Flexibility to work all parts of the day on a rotational basis including evenings, weekends and Bank Holidays
- Thinks ahead and takes responsibility for improvement
- Embraces change and adopts a 'can do' attitude
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.

### Desirable Criteria

- Builds a shared understanding of the way forward
- Uses technology to manage information
- Knowledge of booking and operational systems
- Ability to use Microsoft Office suite of programmes and other council systems