



TITLE: Recreation Assistant / Lifeguard

DIVISION: Leisure

SECTION:

JOB REF:

REPORTS TO: Duty Manager

MAIN PURPOSE

To ensure the comfort and safety of all users of the facility and to provide excellent customer care (approximately 2/3rds of working time is spent poolside on lifeguard duties).

SUMMARY OF RESPONSIBILITIES AND DUTIES

1. To maintain vigilant supervision of pool users and ensure their safety at all times in accordance with the Quality Management System (QMS).
2. To attend staff training as part of National Pool Lifeguard Qualification. To administer first aid, effect pool rescues and apply resuscitation as necessary.
3. To deal with customers in a friendly and professional manner and to ensure the highest level of customer enjoyment and satisfaction, meeting the Customer Service Standards.
4. To comply with the facility's Health and Safety procedures at all times in line with the Health & Safety at Work Act; carry out regular inspections and report any maintenance issues using the appropriate procedures.
5. To carry out cleaning duties to the highest possible standards.
6. To prepare activity areas involving the setting up/dismantling of equipment safely, ensuring that all equipment is stored safely and securely when not in use.
7. To coach courses when required.
8. To carry out pool water quality and environmental tests, plus spa tests if necessary.
9. To supervise casual workers as required.
10. To assist the Duty Manager with any tasks as requested.
11. To attend regular team meetings, with feedback to the Duty Manager on any operational issues.
12. To keep up to date with Company and local management communications in place in the facility on a daily basis (eg: notice boards, handover file, pigeon holes, e-news).
13. To comply with the Equal Opportunities and Equity Policy.
14. To report any matter of concern to the Duty Manager immediately.
15. To maintain any training requirements.
16. To work as a team with colleagues in any area of the facility as required.
17. To work at other Mytime facilities as required.
18. To work shifts to cover the operating hours of the facility including evenings and weekends.
19. Any other duties commensurate with the post.

SKILLS AND ABILITIES**Essential:**

Must be a strong swimmer.

Able to work as part of a team and on own initiative.

Motivated to serve the public and able to deliver excellent customer care.

Good verbal and written communication skills.

Reliable and enthusiastic.

Ability to work in a busy environment.

Willingness to undertake any relevant training.

EXPERIENCE**Desirable:**

Experience working as a Recreation Assistant or Lifeguard in a similar setting.

QUALIFICATIONS**Essential:**

National Pool Lifeguard Qualification (NPLQ).

Desirable:

First Aid qualification.

Training can be provided for those who are unqualified but both of these qualifications must be attained as a condition of appointment to the post/continued employment.

CONDITIONS OF EMPLOYMENT:

Health clearance.

Enhanced DBS check. This post is exempt from the Rehabilitation of Offenders Act.

Regular Pool Lifeguard Training attended after qualification (as outlined in the QMS).