

# Job Description & Person Specification – Lifeguard

Job Title:	<b>Lifeguard</b>
Accountable to:	<b>Duty Manager</b>
Location:	<b>West Lancashire</b>
Division:	<b>Leisure</b>

## Purpose of Job / Key Objectives

The lifeguard's role within the WELL centre is ensuring customer safety and high standards of service and customer care at all times. The role will involve supervision of specific activities, maintaining high standards of cleanliness and the safe handling and set up of equipment.

## Principal Duties

- To provide supervision of the swimming pools to always ensure customer safety by preventing accidents and incidents and by taking the appropriate action in the event of these occurring.
- Providing supervision of dry-side activities to always ensure customer safety by preventing accidents and incidents and by taking the appropriate action in the event of these occurring.
- Ensure equipment is set up and to meet the needs of the programmed activities.
- Undertake cleaning tasks as required to ensure the centre is well presented and monitor standards of cleanliness in customer critical areas such as changing rooms and toilets.
- Monitor customer use within the centre and ensuring safe practices are always followed.
- Maintain high levels of customer service at all times.
- Maintain full product knowledge of the services and activities available at the WELL centre.
- Attend monthly training sessions to demonstrate competency and maintain a valid qualification.
- Follow the processes laid down, the Pool Normal Operating Procedure, Pool Emergency Action Plan, and the Centre's Emergency Action Plan.
- Consistently and actively apply good housekeeping principals, such as turning off lights and equipment when not in use, to contribute to our strategy to reduce utility consumption and carbon footprint.
- Undertake any other reasonable duties as required in the centre as directed by your line managers.

## Qualification Level

The post holder must possess a current National Pool Lifeguard Qualification. Anybody applying without this qualification must complete and pass a National Pool Lifeguard course, which will be delivered by WELL.

## Experience Level

Ideally you should be able to demonstrate a level of experience or knowledge commensurate with the position.

## Essential Skills

- Ability to remain vigilant, alert, and attentive
- Ability to remain calm and in control in pressurised situations such as emergencies
- Customer care skills
- Communication Skills
- The ability to set and achieve high standards of centre cleanliness and presentation
- Health and Safety awareness
- The ability to deal with customers of all age groups and levels of ability
- Sustain a level of fitness to enable the physical aspects of the position to be undertaken

## Personal Attributes

- Committed to the council's values and Mission Statement
- High personal integrity and motivation
- A team player with excellent communication skills always
- Self-motivated
- An open, honest, and confident personality
- High standards of presentation
- Flexible attitude

## Disclosure Barring Scheme (DBS)

In line with West Lancashire Borough Council's policy, the successful applicant will be required to complete a Disclosure Barring Scheme (DBS) disclosure at enhanced level.



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