



Multi-Skilled Lifeguard/Reception

Lifeguards report to the Pool Manager and work under the guidance of the Deputy Pool Manager. The responsibilities include supervising the pool during swimming lessons and other pool activities ensuring the safety of pool users and Reception cover.

Duties and Responsibilities

Pool

- Supervise the pool during swimming lessons and other pool activities ensuring the safety of all users.
- Manage any behaviour which could be dangerous to individuals or the safety of others
- Enforce pool rules consistently
- Handle any breach of rules with courtesy and fairness
- Respond quickly, efficiently and calmly to any emergency situation in accordance with established accident management procedures.
- Ensure effective communication with other Lifeguards, Swimming Teachers or other staff on duty
- Maintain a vigilant watch of the swimming pool areas and take the necessary action to ensure the safe use of the pool users and staff.
- Promote a positive image of the pool and deliver excellent customer service
- Ensure a consistent high level of cleanliness and hygiene throughout the facilities
- Attend at least two hours of lifeguard training per month to ensure continuous professional development and compliance
- Ensure pool equipment is stored safely and securely when not in use
- Lifeguards should ensure that they are fit enough to undertake training including Fitness Timed Swims.
- Take and record accurate water tests at the start and end of every shift or at least every two hours
- Monitor cleaning materials and First Aid stock levels reporting any renewal/replacement needs to line manager
- Cleaning of changing, shower and toilet areas
- Swishing down and cleaning poolside area after every session
- Cleaning gutters and drains after each session

- Assist your line managers as required with routine maintenance and the general running of the Swim Centre
- Regularly patrol the pool hall and changing rooms taking immediate action where required and reporting concerns to line manager
- Report any faults or defects promptly to the your line manager either through use of the message book or immediately, using the phone or alternative method, depending on the seriousness of the situation

Health and Safety/Child Protection

- Knowledge of the building, layout and basic equipment, in order to answer basic questions from customers.
- Filling in the Accident book/Incident report if necessary
- Ensure all areas are clean and tidy at all times and safe from trip hazards at all times.
- Identify any potential hazards in or around the pool and bring to the attention of the Commercial Pool Manager/ Community Swimming and Infrastructure Manager.
- Ensure compliance with Mount Kelly Health and Safety and Safeguarding Procedures within the workplace
- To carry out all procedures and deal with all situations as indicated in the Normal Operating Procedures and Emergency Action Plan.
- To comply with all Mount Kelly policies and protocols
- To attend a Child Protection Workshop at least once every three years

Administration

- Providing information and guidance to all visitors to the Swim Centre
- Providing information and taking bookings over the telephone and e-mail
- Logging and maintaining records of all users of the Swim Centre
- Cash handling, processing and recording all sales
- Monitor all stationery, marketing materials and stock for the vending machines ensuring that line managers are aware of any shortages
- Report faulty equipment and maintenance issues to the Commercial Pool Manager
- Assist with the administration of the Learn to Swim programme and swim school
- Operation of computerised membership and booking information systems

Customer Care

- Demonstrate good Customer Care/Public Relations skills and have an awareness of customer requirements and behaviour.

- To provide advice to customers on a first point of call basis, referring where necessary.

Personal Specification

| Skills and Knowledge | <ul style="list-style-type: none"> • Good interpersonal skills and an ability to build relationships. • Reliable with good time management skills • The ability to work independently and sometimes under pressure • Good communication skills • An ability to prioritise • A commitment to high quality customer service |
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| Qualifications/ Experience | <ul style="list-style-type: none"> • Relevant and current Lifesaving qualification such as National Pool Lifeguard Qualification (NPLQ) • Sound knowledge and experience of working to Swim England teaching plans • A good understanding of and commitment to customer care • An understanding of Health and Safety issues within swimming pools |
| Other Requirements | <ul style="list-style-type: none"> • Satisfactorily meeting the School's employment checks – Disclosure and Barring Service (DBS) check, references, qualifications and legal entitlement to work in the UK |