Grading
Job Description and Employee Specification

Job title: Leisure Attendant (Lifeguard)	**Service area:** Community Transformation
Post number:	**Division:** Communities
Grade: 3	**Section/team:** Active Lifestyles

Overall purpose of job:

To support the day to day operational management of the facility

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. To carry out pool lifeguarding duties in accordance with pool safe operating procedures.

2. To clean facilities in order to maintain high standards of hygiene and cleanliness of all areas at all times.

3. To set up, dismantle or change equipment and apparatus in a quick, efficient and safe manner.

4. To adhere to established health and safety procedures and Codes of Practice at all times.

5. To deliver to customers the highest possible standards of health and safety and customer care

6. To assist managers in promoting and selling facilities

7. To assist managers in training and mentoring staff

Knowledge, skills and experience:

Qualifications

Hold a current recognised pool lifesaving qualification.

Skills and Knowledge
Knowledge of the sport and leisure environment.
Good interpersonal skills and the ability to communicate effectively with customers using various communications methods with tact, discretion and diplomacy.
Proactive and positive approach to dealing with customers.
Ability and willingness to assist in promoting and selling facilities.
Ability and willingness to assist in training and mentoring staff.
Ability to safely carry out the duties of a pool lifeguard.
Ability to work flexible hours which include early morning, evening, weekends and Bank Holiday working.

Creativity and innovation:

Work is regulated by laid down policies, procedures and other approved guidance.

On occasions, the post holder may be required to respond creatively to deal with low level routine problems for example, taking the decision to call for assistance to deal with swimmers who are not adhering to the pool rules.

Contacts and relationships:

Contacts and working relationships are of a low level, routine operational nature. The following examples of contacts and working relationships are for illustrative purposes and are not intended to be exhaustive or definitive.

Duty Managers – Daily contact of a straightforward nature to receive instructions, guidance and support or pass on information that requires a response from a Duty Manager.

Customers – Daily verbal contact to receive enquiries, comments and complaints and conduct tours of the facility.

Other Operational Staff – Daily contact to receive or pass on information of a low level operational nature.

Decision making:

Decision making is steered by policies, procedures and other approved health and safety guidance. Generally, refer any matters not clearly defined in policies, procedures and other approved guidance to the Duty Manager or other senior managers

Responsibility for resources:

Physical resources:

Physical resources: shared responsibility for the shared use of small items of equipment and cleaning machinery.

WORK ENVIRONMENT

Work demands:

Working programmes are subject to interruptions from other staff and customers.

There are short term deadlines that the post holder must achieve to ensure customer needs are met for example setting up equipment in the pool or sports hall

Physical demands:

If there is more than normal effort required what is it and how often?

The post holder is regularly required to undertake work of a more strenuous nature for example moving, erecting and dismantling sports equipment.

Working conditions:

Work is mainly indoors with the occasional requirement to undertake some outdoor tasks. There is exposure to noise, heat, humidity and cold when working in the pool hall, sports hall, gym or outdoors.

Work context:

The post holder is at risk from:

Verbal and physical abuse from unruly customers.
Moving and handling goods, machinery and sports equipment.
Short periods of lone working.
Potential risk when rescuing customers from the pool.

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Position in organisation:

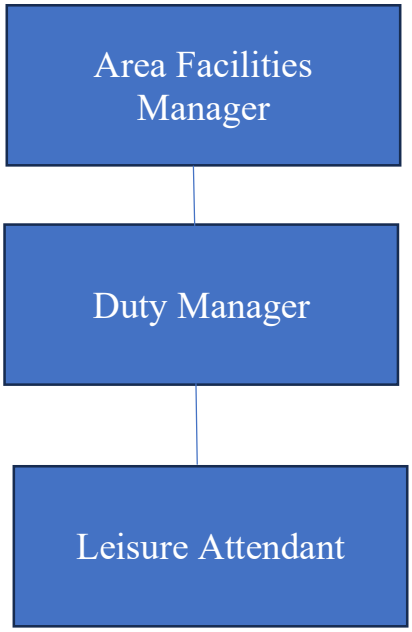
Indicate how many staff the post is directly accountable for: 0

Are posts in more than one location? Yes ☐ No X
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No X

Please indicate which post(s)

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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Knowledge of the sport and leisure environment • Good interpersonal skills and the ability to communicate effectively with customers using various communications methods with tact, discretion and diplomacy • Ability and willingness to assist in promoting and selling facilities • Ability and willingness to assist in training and mentoring staff • Ability to safely carry out the duties of a pool lifeguard	
Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
• Hold a current recognised pool lifesaving qualification	
Working Arrangements	**Interview**
• Ability to work flexible hours which will include early morning, evening, weekend and Bank Holiday working	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of working in a sport and leisure environment • Sports coaching	
Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
• Hold a recognised first aid qualification • Hold coaching qualifications	
Working Arrangements	**Interview**
•	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ✓	**No** ☐

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Political restriction	
Yes ☐	No ✓
The ability to speak fluent English under the Immigration Act 2016	
Yes ☐	No ✓

- Version Control

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