

Lancaster City Council - Job Description & Person Specification

Job Title:	Leisure Assistant (Lifeguard)	Grade:	GGS6	Job Code:	LCC337
Service/Team:	Communities and Leisure	Role Type:	FIXED	Reports to: *Title & LCC Code	Duty Manager
Line Manages: *Title/s & LCC Code	Not Applicable				

Job Overview
<p>Overview</p> <p>The post holder will undertake general lifeguarding duties and contribute to the safe, efficient day to day operation of the Leisure Centre, ensuring excellent customer service and operational standards are met, following a full package of training, including a Pool Lifeguard Qualification – If required.</p>
Direct Responsibilities
<ul style="list-style-type: none"> • Ensure all relevant qualifications are kept up to date and regularly attend staff training to adhere to national guidelines. • Provide excellent customer service to ensure the customer journey is fulfilling and promotes repeat visits. • Ensure that all equipment is set up in accordance with normal operating procedures / safe systems of work. • Organise and deliver a range of activities including events, school holiday activities and birthday parties, for all ages and abilities. • Comply with all necessary health and safety checks and documentation relating to operation of the facilities. • Oversee general safety and behaviour of the public, including complying with all health and safety procedures. • Adhere to the risks assessments associated with any task or activity. • Deliver sports coaching / fitness activities in line with relevant experience / qualifications as instructed by managers. • Adopt a flexible approach with the aim of providing a service which meets the needs of a demanding public against the need to maximise council efficiencies. • Ensure all cleaning duties are carried out as specified by the Duty Manager and in accordance with the centre's standards. • Work both indoors and outside all year round. • Use own initiative and self-allocate tasks where appropriate. • Work in other departments of the centre where you are trained to do so. Including, but not limited to (X-Height / Gym / Fitness Classes) • Assist other departments within the council / Directorate to deliver a high quality, customer focussed service.
Primary Measurable Objectives
<ul style="list-style-type: none"> • Undertake lifeguarding duties and ensure the pool is always supervised whilst in use. • To ensure "Pool Watch" is always in place thus ensuring no un-authorised entry to the swimming pool or pool hall facilities.

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- Be a first responder to all incidents / emergencies, including Code Blue Pool Alarms, Evacuations, first aid incidents throughout the centre.
- To ensure all accident / incidents are dealt with swiftly and the correct documentation is completed.
- Ensure shift information is communicated between all team members, and instruction is followed.
- Always deliver excellent customer service, dealing with customer comments and reporting more serious issues to the Duty Manager/ Assistant Duty Manager.
- Liaise regularly with Duty Manager during the shift and update progress accordingly.
- Have a thorough knowledge of the centres programme and ensure facilities are fit for purpose in good time to meet customer expectations.

Staff Management Responsibilities

Not Applicable

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<p>GCSE Grade C or above in English and Maths, or equivalent.</p> <p>The ability to obtain an enhanced Disclosure and Barring Service Certificate.</p>	A pool Lifeguard Qualification is not essential at application stage as training can be offered – however holding the qualification can be an advantage.	App Form, Interview, Certificate
Experience	N/A	Previous experience working in the Leisure Industry would be an advantage.	App Form, Interview
Job Related Skills, Knowledge & Abilities	Have a good swimming ability and meet the minimum requirement in the water to be eligible to complete a Pool Lifeguard Course.		Swimming Ability Test in the Swimming Pool.
Personal Attributes Including Interpersonal & Communication Skills	<p>The ability to have a Flexible approach to working.</p> <p>Be able to demonstrate Teamwork, Flexibility, and ability to use own initiative.</p>		App Form, Interview
Special Requirements/Other	<p>As a minimum you will need to be able to demonstrate the following during the interview process: -</p> <ul style="list-style-type: none"> Swim 100 Meters Front Crawl or Breaststroke. (The time it takes to complete this will be recorded) Swim 100 Meters on your back (Regular 	N/A	Swimming Ability Test in the Swimming Pool.

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	<p>Backstroke) backstroke. (The time it takes to complete this will be recorded)</p> <ul style="list-style-type: none"> • Swim 50 Meters <u>within</u> 60 seconds. Must not exceed the time limit. (The time it takes to complete this will be recorded) • Tread water, in deep water for a minimum of 3 minutes. • Head First Surface dive down to 2 meters, and collect and object, bring to poolside. • Feet First Surface dive down to 2 meters, and collect and object, bring to poolside. • Shallow Dive into deep water and continue to swim under water, once you come to the surface, continue to swim across the pool. • Climb out of the swimming pool unaided, without the use of steps or ladders. 		
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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	