STROUD DISTRICT COUNCIL
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JOB DESCRIPTION

October 2026

Designation: Senior Recreation Officer (Swimming Teacher/Lifeguard)

Grade: **Stroud 2**

Hours: **37 hrs**

Location: Active Lifestyles Stroud. (There will be an expectation that the employee will work at other locations as required by the Council).

Job Purpose: To deliver high-quality swimming lessons as part of the Active Lifestyles Learn to Swim Programme whilst ensuring the safety of all pool users through effective lifeguarding and pool supervision. The postholder will play a key role in creating a safe, welcoming and enjoyable environment for customers, supporting participant progression, retention and overall customer experience.

Responsible to: Duty Manager

Responsible for: No supervisory responsibility

KEY DUTIES

- Deliver swimming lessons in accordance with the Swim England Learn to Swim Framework.
- Monitor participant progress and maintain lesson records.
- Support participant development and retention within the programme.
- Provide lifeguard cover throughout allocated shifts.
- Ensure the safety of all pool users and respond to emergencies in accordance with operating procedures.
- Assist with poolside checks and report hazards or maintenance issues.
- Set up, dismantle and store swimming and sports equipment for programmed activities.
- Maintain high standards of cleanliness, presentation and safety throughout the facility.
- Deliver excellent customer service and create a welcoming environment for all customers.
- Respond professionally to customer enquiries and feedback.
- Promote Active Lifestyles activities and services.
- Work as part of the wider centre team to support the safe and effective operation of the facility.
- Work flexible hours including evenings, weekends and bank holidays.
- Undertake any other duties appropriate to the grade of the post.

SKILLS AND KNOWLEDGE

- Swim England Level 2 Swimming Teacher qualification (or willingness to obtain within an agreed timeframe).
- National Pool Lifeguard Qualification (NPLQ) or willingness to obtain within an agreed timeframe.
- Good general education or equivalent experience.
- Good written and verbal communication skills.
- Experience of working with the public.
- IT literate.
- Ability to manage own workload and time effectively.
- Ability to work independently and as part of a team.
- Swim England Level 2 Swimming Teacher qualification (or willingness to obtain within an agreed timeframe).

COMPLEXITY AND CREATIVITY

- Respond to customer enquiries, concerns and complaints in a professional manner.
- Contribute positively to a supportive and effective team environment.
- Adapt teaching methods to meet the needs of individuals and groups.
- Support customer retention through the delivery of excellent service and positive customer experiences.

JUDGEMENT AND DECISIONS

- Work within established operating procedures, health and safety legislation and safeguarding requirements.
- Make day-to-day decisions relating to customer safety and service delivery, seeking management support where required.

CONTACTS

- Customers, members and visitors.
- Parents, guardians and carers.
- Council employees and partner organisations.
- Contractors, suppliers and members of the public.

RESOURCES
• Responsibility for the safe use and storage of swimming and sports equipment. • Responsibility for maintaining accurate lesson records and completing operational checks as required.
MISCELLANEOUS
• Enhanced DBS check required

GENERAL
▪ To work with communities sometimes outside normal office hours, including weekends. ▪ To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives. ▪ To work with colleagues across the organisation as required in support of organisational goals. ▪ To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme. ▪ To undertake all training and development initiatives as required. ▪ To work within Health and Safety guidelines in accordance with the Health and Safety at work Act. ▪ To work within the requirements of the Council's Environmental Policy and Management System. ▪ To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act. ▪ To undertake all appropriate duties required to meet the Council's safeguarding obligations according to the Children's Act (2004), Working Together to Safeguard Children Statutory Guidance (2018), the Care Act (2014) and the Care and Support Statutory Guidance (2014), Mental Health Capacity Act (2005), and Deprivation of Liberty Standards (2007).

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.