

**ABOUT LOUGHBOROUGH UNIVERSITY**

**SPORTS DEVELOPMENT CENTRE**

<b>LIFEGUARD</b> <b>(A NUMBER OF POSITIONS AVAILABLE)</b>	
<b>JOB REQ15201</b>	<b>MARCH 2015</b>

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

**JOB DESCRIPTION**

**Job Grade:** Operational Services, Grade 2 (OP2)

**Responsible To:** Duty Manager

**Responsible For:** Student Volunteers as appropriate

**Job Purpose:** To provide an excellent standard of customer care and assist in the supervision and smooth operation of the pool, ensuring the health and safety of all users.

**Key Tasks:**

- Maintain a high degree of visibility throughout the facility ensuring high levels of customer service, health and safety and cleanliness.
- Ensure the facility is ready for use in accordance with the daily programme of activities.
- Work in accordance with SDC departmental and University policies and procedures at all times.

**Duties and Responsibilities**

- Assist and supervise customers in their use of facilities, ensuring their safety and wellbeing at all times and encouraging maximum usage.
- Carry out minor repairs and remedial work to equipment as and when necessary, undertaking regular inspections and reporting any faults or defects.
- Ensure the facilities are presented to the highest level of cleanliness and comfort.
- Undertake cleaning duties as required to ensure the facilities are well presented and monitor standards of cleanliness in customer critical areas such as changing rooms and toilets.

March 2015, 13309 (replacement posts)

- Assist with daily operations ensuring effective, accurate and timely set ups and take downs and changeovers, this may involve driving the department vehicles when required.
- Assist with the preparation of all areas for activities and special events as required.
- Carry out pool testing at the appropriate times and other health and safety checks, recording results and escalating potential issues promptly.
- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate.
- Assist in the communication and promotion of the SDC's activities
- Guide and support student volunteers as appropriate to help them to gain skills and understanding within the role
- Provide reception cover and other related duties as required, this will include making bookings on the computerised booking system, handling cash and other forms of payment and monitoring of consumables.
- Consistently and actively apply good housekeeping principles, such as turning off lights and equipment when not in use, in order to contribute to our strategy to reduce utility consumption and carbon footprint
- Maintain mandatory qualifications and actively engage in CPD and training
- Attend staff training a minimum of once per month
- Attend staff meetings and contribute appropriately as required
- As a trained first aider, to deal with accidents or injuries as they occur and ensure that the necessary steps are taken to prevent reoccurrences and that the relevant documentation is completed.
- To promote adherence to ethical guidelines and regulations with regard to drugs and doping in sport, in line with UK Anti-Doping (UKAD) guidelines and the Loughborough University 'Clean Sport' commitment
- Any other duties that are commensurate with the grade of the post

### **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

The post will require working in the evenings, weekends and on bank holidays and University closure days when required

Staff are required to wear SDC designated uniform whilst on duty.

Lifeguards must attend staff training on a monthly basis and it is their responsibility to ensure that they remain competent to carry out lifeguarding duties.

As the role will require working on poolside, postholders will be required to provide a satisfactory disclosure statement (see <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>) for more details.

March 2015, 13309 (replacement posts)

**To comply with Working Time Regulations applicants for this post must be at least 18 years old.**

**Other**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

**SPORTS DEVELOPMENT CENTRE**

**PERSON SPECIFICATION**

**Job Title:** Lifeguard

**Job Grade:** Operational Services, Grade 2 (OP2)

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Stage to be assessed</b>
<b>Experience</b>	Experience of working as a Lifeguard.	Experience of working within the leisure industry.	1,2,3
	Experience of working as part of a team.	Experience of handling cash.	1,2,3
	Experience of working in a customer focussed environment.		1,3
<b>Skills and Abilities</b>	Proven excellent customer service skills.	Familiar with Microsoft Office (particularly Word and Excel).	1,3
	Excellent communication skills.	Ability to handle difficult situations.	1,2,3
	IT skills to be able to input information accurately into computerised systems.		1,3
	High standard of personal presentation.		3
	Open, honest and approachable.		3
	Ability to use own initiative and work effectively as part of a team.		1,2,3
	Enthusiastic and motivated with a positive 'can do' attitude.		1,3
	Punctual, flexible and reliable.		1
	Safely erect and dismantle equipment (sometimes heavy) to tight deadlines.		1, 2, 3

	Knowledge of Health and Safety i.e. Manual Handling, COSHH etc.		1,3
<b>Qualifications</b>	<p>Current RLSS NPLQ (supported by proven training record) or equivalent. The STA NARS lifeguard qualification may be accepted in accompanied by spinal and CPR units.</p> <p>Basic literacy and numeracy.</p> <p>Valid First Aid at Work Certificate (or ability to gain within 6 months of starting post).</p>	<p>Pool Plant Operators Certificate.</p> <p>Relevant Health and Safety courses i.e. Manual Handling, COSHH etc (or the ability to gain these within the first 12 months).</p> <p>Full UK driving licence.</p>	AI to be assessed at stage 1
<b>Equality &amp; Diversity</b>	Evidence and a good working knowledge of equal opportunities and understanding of diversity in the workplace.		1
<b>Training</b>	<p>Be committed to, and actively participate in, a programme of continuing personal professional development.</p> <p>Be committed to attending mandatory NPLQ training.</p> <p>Demonstrate evidence of having undertaken further training</p>		<p>1</p> <p>1,3</p> <p>1,3</p>
<b>Other</b>	<p>Willingness to work irregular hours as necessary.</p> <p>Must be able to work between the hours of 5.00am and 11.00pm.</p> <p>Awareness of relevant Health &amp; Safety requirements.</p> <p>A commitment to observe the University's Equal Opportunities and Health &amp; Safety policies at all times.</p>	<p>Awareness of QUEST accreditation and requirements.</p> <p>An understanding of University sport.</p>	<p>1</p> <p>1</p> <p>1,3</p> <p>1</p> <p>1</p>

<b>Other (continued)</b>	<p>A commitment to observe and uphold the SDC's 'Clean Sport Commitment'.</p> <p>Required to provide a satisfactory disclosure statement (see <a href="http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/">http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/</a>) for more details.</p>		1
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### Stages in Assessment

- 1 = Application Form
- 2 = Selection Test – i.e. presentation, in-tray exercise, data analysis
- 3 = Interview

### Conditions of Service

The appointment will be on a full-time, open-ended contract. Salary will be on Operational Services Grade 2, £14,631 TO £15,765 per annum (plus 12.5 % shift allowance), at a starting salary commensurate with experience and qualifications.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

### Informal Enquiries

Informal enquiries should be made to Paul Turnbull, Duty Manager, by telephone on +44 (0)1509 226191, or by email at: [P.Turnbull@lboro.ac.uk](mailto:P.Turnbull@lboro.ac.uk).

### Application

The closing date for receipt of applications is **7 April 2015**. Interviews will be held on **21 April 2015**.