

Lifeguard (non-qualified)

Job Ref: REQ171166

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

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.
- 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.

Special Conditions

If you do not hold a current NPLQ certificate you must be able to attain one within the first month of employment (training provided by the university) failure to do so may result in termination of the contract. All staff must continue to attend staff training on a monthly basis and it is their responsibility to ensure that they remain competent to carry out lifeguarding duties.

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.

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 facility opening hours are from 05:00-23:00 and the post will require working shifts covering the evenings, early morning's, weekends and on bank holidays and University closure days when required.

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

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

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

Organisational Responsibility

Reports to the Duty Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working as a lifeguard.	1,2,3
	Experience of working as part of a team.	1,2,3
	Experience of working in a customer focussed environment.	1,3
Skills and Abilities	Proven excellent customer service skills.	1,3
	Excellent communication skills.	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 & Safety i.e. Manual Handling, COSHH etc.	1,3
	Successfully complete a swim test in order to progress to interview.	3
	Training	
	Demonstrate Evidence of having undertaken further training.	1,3
	Be committed to attending mandatory NPLQ training.	1,3
Qualifications	Current RLSS NPLQ (supported by proven training record) or equivalent. The STA NARS lifeguard qualification may be accepted if accompanied by spinal and CPR units. (Or ability to gain within first month of starting post).	1
	Basic literacy and numeracy.	1
	Valid First Aid at Work Certificate (or ability to gain within 6 months of starting post).	1
Equality & Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1
Other	Willingness to work irregular hours as necessary.	1
	Must be able to work between the hours of 5.00am and 11.00pm.	1
	Awareness of relevant Health & Safety requirements.	1,3
	A commitment to observe the University's Equal Opportunities and Health & Safety Policies at all times.	1
	A commitment to observe and uphold the SDC's 'Clean Sport Commitment'	1

	Required to provide a satisfactory disclosure statement (see http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/) for more details.	1
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Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working within the Leisure industry.	1,2,3
	Experience of handling cash.	1,2,3
Skills and Abilities	Familiar with Microsoft Office (particularly Word and Excel).	1,2,3
	Ability to handle difficult situations.	1,3
Qualifications	Pool Plant Operators Certificate.	1
	Relevant Health & Safety Courses i.e. Manual Handling, COSHH etc. (or the ability to gain these within the first 12 months).	1
	Full driving licence.	1
Other	Awareness of QUEST accreditation and requirements.	1
	An understanding of University sport.	1

Conditions of Service

These are full-time positions working 37 hours per week. A shift system which includes working a combination of early mornings, evenings, weekends and bank holiday/closure days is currently in operation. Salary will be on Operational Services Grade 2, £15,721 to £16,654 per annum, subject to an annual pay award, at a starting salary to be confirmed on offer of appointment.

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 [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to James Wright, Assistant Manager Pool, by email at J.Wright3@lboro.ac.uk or by telephone on +44 (0)1509 226202.

Applications

The closing date for receipt of applications is **3 January 2018. Interviews will be held on 10 January 2018.**