

## Team Leader – Swimming Pool

REQ211090

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 3

#### Job Purpose

To supervise the day-to-day operations of the staff and facility, ensuring that the industry leading standards of housekeeping, maintenance, cleaning and health and safety are provided and maintained.

#### Duties and Responsibilities:

- Assist in opening and closing the facility and ensure it is ready for use each day; setting the security systems as required and ensuring all building checks are completed.
- To inspect pool safety equipment and report any damages or faults.
- To familiarise themselves with the Normal Operating Procedure (NOP) and Emergency Action Plan (EAP) and follow the written procedures.
- To maintain a high degree of visibility throughout the facility, proactively developing and maintaining customer service standards to the highest level possible.
- To set up and dismantle the facility and a range of equipment for customer use within the allocated times.
- To assist in setting up for events.
- To attend to customer needs in a friendly, helpful and responsive manner.
- Allocate duties and tasks as necessary to staff and ensure they are carried out safely and to the highest standards, including cleaning and equipment set ups.
- To undertake lifeguard duties and rotate as part of the team.
- To undertake cleaning duties as required.
- To attend relevant training.
- To attend staff training a minimum of once a month.
- To attend staff meetings as appropriate.
- Monitor and supervise the work carried out, addressing staff performance issues as necessary.

- To undertake pool plant duties to ensure the effective operation of the plant room, taking remedial action when required.
- To undertake any other duties from time to time, within your specific job responsibilities.
- To develop effective relationships with Performance Sport and National Governing Bodies within the swimming pool.
- Ensure all staff have completed a thorough induction process, in line with the relevant documentation and procedures.
- Utilise problem-solving skills to deal with various situations that may arise.
- Communicate and work with other SDC staff across the campus when necessary to ensure consistent procedures and service standards are maintained.
- Report and monitor all faults via the relevant procedure and policies of both SDC and the University.
- Ensure correct action is taken in response to emergency situations including administering first aid and completing appropriate paperwork.
- Understand how to operate and deal with general enquiries regarding the Gladstone booking system.
- Any other duties that 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**

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.

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

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.

### **Organisational Responsibility**

Reports to the Facility Manager

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## 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	Previous experience of lifeguarding (at least 6 months).	1,3
	Previous experience of leading/supervising a team.	1,3
	Previous experience of working in a customer focussed role.	1,3
	Proven experience of working as part of a team.	1,2,3
	Experience of handling cash and banking of tills.	1,3
	Experience of maintaining and managing procedures of the pool plant.	1,3
Skills and abilities	Excellent communication skills both verbally and written.	1,3
	Problem solving skills.	1,2,3
	Excellent customer care skills.	1,3
	Excellent interpersonal skills.	1,2,3
	Self-motivated & enthusiastic.	1,3
	Experience of using a booking system.	1,3
	Flexible approach to tasks and workloads.	1,3
	Excellent organisational and time management skills with the ability to work under pressure.	1,3
Training	A willingness to undertake further training as and when required.	1,3
	To provide training to other lifeguards and mentor.	3
Qualifications	RLSS National Pool Lifeguard Qualification (supported by proven training record). The STA NARS Lifeguard Qualification may be accepted if accompanied by spinal and CPR units.	1,3
	First Aid at Work Qualification.	1,3
	Pool Plant Operators Certificate.	1,3
	Good standard of general education, including English & Maths GCSE at grades A-C (or equivalent).	1,3
Other	A willingness to adopt new procedures as and when required.	1,3
	Commitment to observing Health and Safety within the leisure environment.	1,3
	To undertake responsibilities and manage workload.	1,3
	Willingness to work irregular hours.	3
	Needs to be physically fit and able to carry out regular pool set ups and re-configurations.	3
	Punctual, reliable and flexible.	3
	A commitment to observe and uphold the SDC Anti-doping policy.	3

	All lifeguards must be aged 18+ and will be required to provide a disclosure statement (see <a href="http://www.crb.homeoffice.gov.uk/">http://www.crb.homeoffice.gov.uk/</a> ) for more details.	3
	Commitment to observe the University's Equal Opportunities Policy at all times.	3

#### Desirable Criteria

Area	Criteria	Stage
Experience	Previous supervisory experience in a swimming pool environment.	1,3
	Previous experience of working shifts and weekends.	1
Skills and abilities	Experience of using Gladstone booking system.	1,3
Qualifications	NPLQ Trainer Assessor Qualification.	1,3
	A recognised supervisory or management qualification i.e. ILM/CIMSPA.	1,3
	Industry recognised qualifications.	1,3
Other	An Understanding of University Sport.	1,3

## Conditions of Service

The position is Full time and open ended. Salary will be on Operational Services Grade 3 £ 18,529 - £ 20,600 per annum (plus 12.5% shift allowance), 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/>

## Applications

The closing date for receipt of applications is **31 October 2021**.