

Lifeguard

Job Ref: REQ231447

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Job Purpose

As part of the Loughborough Sport Family you will work primarily as a lifeguard to ensure the safety of our customers in and around the pool. You will be working at the heart of the team making sure that the experience for our customers is first class and ensuring that the industry leading standards of housekeeping, maintenance, cleaning and health and safety are provided and maintained.

Duties and Responsibilities:

- Lifeguard all pool sessions as required, ensuring the safety of our customers in and around the pool hall and that all pool rules are always adhered to.
 - Assist and supervise all customers in their use of the facilities, ensuring their safety and wellbeing at all times and encouraging maximum usage.
 - Maintain a high degree of visibility throughout the facility, proactively developing and maintaining customer service standards to the highest level possible.
 - Create a strong working team environment with effective communication, sharing information and having an understanding of the impact upon others.
 - Carry out minor repairs and remedial work to equipment as and when necessary, undertaking regular inspections and reporting any faults or defects.
 - Utilise problem-solving skills to deal with various situations that may arise.
 - 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.
 - Ensure that daily task sheets are completed, ensuring they are carried out safely and to the highest standards, including cleaning and equipment set ups.
 - Working as a team to ensure effective, accurate and timely set ups and take downs and changeovers, this may involve driving the department vehicles when required.
 - During campus events work as a team to assist with the preparation of all areas of activity as required.
 - Carry out pool plant duties such as pool water testing at the appropriate times, backwashing and other health and safety checks, recording results and escalating potential issues promptly.
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- Take a lead role on key areas of responsibility within the facility
- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate.
- Ensure you demonstrate the core Loughborough Sport values, establishing a sense of pride and passion across the whole team
- 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.
- Assist in the communication and promotion of all Loughborough Sport activities
- 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, 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 complete.
- 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

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

Staff are required to wear Loughborough Sport 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 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	Previous experience of working as a lifeguard.	1,3
	Previous experience of working in a customer focussed role.	1,3
	Experience of being involved in an effective team environment.	1,2,3
	An understanding of the requirements of working in a customer focused environment.	1,3
Qualities	Ability to communicate effectively, share information and understand the impact upon others.	1,3
	Be trustworthy and act with integrity	1,3
	Be diligent, committed and effective in the work you do.	1,3
	Ability to encourage and empower others.	1,2,3
	Ability to take ownership of a task, problem solve.	1,2,3
	Enthusiastic, positive and motivated with the ability to create (and strive to make) a positive environment.	1,2,3
	Punctual, flexible and reliable.	3
	Ability to safely erect and dismantle equipment (sometimes heavy) to tight deadlines.	1,3
	IT skills sufficient to be able to input information accurately into a computerised system.	1,2,3
	High standard of personal presentation.	3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Be committed to attending mandatory NPLQ training.	1,3
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. (Or ability to gain within first month of starting post).	1,3
	Basic literacy and numeracy.	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 http://www.crb.homeoffice.gov.uk/) for more details.	3
	Commitment to observe the University's Equal Opportunities Policy at all times.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working within the Leisure industry.	1,2,3
	Previous experience of working shifts and weekends.	1
Skills and abilities	Experience of using Gladstone booking system.	1,3
Qualifications	First Aid at Work Qualification. (or ability to gain within 6 months of starting post).	1,3
	Hold a valid Pool Plant Operators Certificate. (or ability to gain within 6 months of starting post).	1,3
	ASA Swimming teacher level 2	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 2 - [currentpaystructure.pdf \(lboro.ac.uk\)](#) In addition to this, there is a 12.5% shift allowance all year round.

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/>