

JOB DESCRIPTION

JOB DETAILS

Job Title: **Lifeguard**

Grade: 4

PRIMARY PURPOSE AND SCOPE OF JOB:

To provide customers with a responsive service that satisfies their needs and requirements in helping them to achieve a healthy, active and happy life.

To gain knowledge and insight of the whole LiveWire offer and through training and skill development to provide customers with a level of service and intervention that minimises the requirement for the customer to make multiple contacts in accessing LiveWire and where appropriate partner services. To provide a focused personal customer approach relevant to their needs.

WORKING RELATIONSHIPS:

Operation Managers
Lead LiveWire Advisors
All LiveWire stakeholders and service users
Wider LiveWire teams and colleagues

KEY ACCOUNTABILITIES

1. Supervise customers in the pool and the surrounding areas to ensure safety at all times
2. Operate the swimming pool facilities, equipment and filtration plant as necessary
3. Act as a key holder as and when required
4. Assist customer with their enquiries and requests for information
5. Advise customers on services offered by LiveWire and how to access them
6. Induct new customers as appropriate including tour of the facilities
7. Use the appropriate IT systems as required to meet service needs
8. Positively engage in training and development for the role and to attend meetings as required by management
9. Actively contribute to a clean and tidy environment at LiveWire facilities (cleaning, emptying bins and replenishing supplies)
10. Actively contribute to a safe environment for staff and members of the public, undertaking Health & Safety checks as necessary and following reporting procedures
11. Maintain of neat appearance appropriate to customer facing services
12. Be aware and understand Normal Operating Procedures and Emergency Action Plans

DATE: October 2017

PERSON SPECIFICATION

JOB TITLE: LiveWire Advisor, lifeguard
GRADE: 4

CRITERIA

Experience:

- Experience of dealing with a wide range of customers (E) A, I
- Previous experience of working in a leisure environment (D) A, I

Skills and Abilities

- Competent Swimmer (E) A, C
- Excellent interpersonal and communication skills (E) A, I
- Excellent customer service skills (E) A, I
- Ability to relate to people and all different age ranges (E) A, I
- Ability to work as part of a team (E) (A, I)
- Ability to be adaptable and flexible to different working environments (E) A, I

Education/Qualifications/Knowledge

- RLSS National Pool Lifeguard Qualification (E) A, C
- A good general standard of education (E) A
- Knowledge of manual handling (D) A, I

Other Requirements

- Professional in approach and appearance (E) A, I
- Flexible approach to working including evenings and weekend work (E) A, I
- An interest in health and wellbeing (E) A, I

Commitment to Equal Opportunities

- Ability to understand and demonstrate commitment to equality and diversity (E) A, I

Commitment to Service Delivery/Customer Care

- Demonstrate commitment to a culture of continuous improvement (E) A, I
- Demonstrate commitment to achieving excellence in customer care (E) A, I

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

Methods of Assessment key

A = application form, C = Certificate, E = Exercise, I = Interview,
P = presentation, T= Test, AC = assessment centre