



wave
Live life

JOB DESCRIPTION

Job Title:	Lifeguard and Leisure Attendant
Reporting To:	Operations Manager

Background

Wave Leisure Trust Ltd (Wave) was formed in 2006 as a registered charitable company limited by guarantee. The Trust manages eight facilities on behalf of Lewes District Council, East Sussex County Council, and in partnership with Seaford Head School, Ringmer Community College, Priory School and Newhaven Town Council. Recently Wave also acquired Sport Eastbourne sites and East Grinstead Sports Club.

Over the years Wave has had one fundamental and driving purpose of “*inspiring active lifestyles*” and as such is determined to deliver to the Vision of being “at the heart of an improvement in health and wellbeing within the community”.

The five key pillars underpinning Wave’s Vision are; Achieving Excellence, Business Sustainability, Engaging Staff and Partners, Customer Choice and Delivering to the Community.

The Post in Context

The key purpose of this post is to maintain constant surveillance of customers in the facility; acting immediately and appropriately to secure the safety of customers in the event of emergency. When necessary, you will provide emergency care and treatment as required until the arrival of emergency medical services.

Customer Service

The priorities of the Leisure Attendants are:

1. To provide a friendly and efficient service to all customers.
2. To pro-actively provide information to promote the Centre to the public at all times.
3. To respond positively to customer enquiries.

General Tasks

- To clean all areas of the Centre including pool hall, changing rooms, toilets, showers, storeroom and drains to ensure exceptional standards of hygiene and cleanliness.
- To ensure that all users behave in an orderly manner at all times and take appropriate action should any member of the public misuse the facilities.
- To assist with the delivery of continuous improvement plans.
- To assist in the maintenance, use and updating of safety equipment and to ensure that the requirements of the Health and Safety at Work Act are properly adhered to.
- To be diligent about compliance with the Trust’s Health and Safety Policy.
- To take on relevant responsibilities during Emergency Procedures.

General Tasks – Wet Side

- To lifeguard and supervise the pool area, assist swimmers in difficulty, undertake any necessary life-saving operations and apply First Aid as needed.
- To supervise changing rooms, showers and associated areas.
- To make and record periodic checks on chemical levels of the pool water and report to a manager should it fail to meet the required standards.



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Wave Leisure Trust
"Inspiring Active Lifestyles"

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- To ensure the day to day preparation of the pool facilities for swimming lessons, special water activities and private parties.
- To assist the OM in organising special water activities for children during the school holidays.
- To maintain a National Pool Lifeguard Qualification including attendance at staff training on a monthly basis.

General Tasks – Dry Side

- To ensure day to day preparation of facilities e.g. equipment set ups.
- To undertake coaching/supervision of courses and sessions as required.

Other Duties

- To carry out other duties as required.
- To adhere to Wave Leisure Trust's policies and procedures.

I agree to accept this Job Description.

Signed:



PERSON SPECIFICATION – LIFEGUARD AND LEISURE ATTENDANT

	Essential	Desirable
Profile	<ul style="list-style-type: none"> • Good interpersonal abilities • Able to understand hazards related to pool conditions • Tact and diplomacy when dealing with customers who are breaking the rules • Ability to stay calm under extreme circumstances • Excellent observation skills • Quick reaction in dangerous situations • Customer focused • Driven and Enthusiastic • Passion for providing exceptional service • Team Player 	
Experience	<ul style="list-style-type: none"> • Similar work environment 	
Qualifications	<ul style="list-style-type: none"> • NPLQ (or ability to obtain NPLQ or ability to acquire within two months) • Interest free funding will be provided if you do not have this qualification) 	<ul style="list-style-type: none"> • Knowledge of COSHH regulations • Coaching Qualification • First Aid Certificate
Specialist Knowledge	<ul style="list-style-type: none"> • Able to organise leisure sessions in at least one activity 	
Other	<ul style="list-style-type: none"> • To be flexible to the changing demands of the business • To be able to follow Wave Leisure Trust Policies and Procedures 	