**JOB DESCRIPTION**

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| **Job Title:** | **Lifeguard and Leisure Attendant (Contracted)** |
| **Reporting To:** | Operations Manager |

**Background**

Wave Leisure Trust Limited (Wave) is a Charity and Social Enterprise with a purpose of “Inspiring Active Lifestyles” and a Vision, “To be at the heart of the improvement of health and wellbeing within the Community”.

Formed in 2006, Wave is recognised as an award-winning Trust, managing fifteen leisure facilities and Newhaven Fort along with providing a vast range of activity programmes and outreach initiatives.

Supporting well over one million active customer visits on an annual basis, Wave ensures all surplus revenues generated from activities are reinvested back into the community in the form of facility developments and refurbishments, new programmes of activity or outreach initiatives.

As we emerge from the intense phase of the pandemic our ‘Build Back Better’ Strategy focuses on three key activity areas:

1. **Rebuild**
* The structure of the business focusing on core activities.
1. **Invest**
* To ensure recovery, greater resilience and future sustainability.
1. **Community Health**
* In isolation or in partnership with public health partners to deliver positive health interventions.

**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.
* 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**

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|  | **Essential** | **Desirable** |
| **Profile** | * 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
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| **Experience** | * Similar work environment
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| **Qualifications** | * 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)
 | * Knowledge of COSHH regulations
* Coaching Qualification
* First Aid Certificate
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| **Specialist Knowledge** | * Able to organise leisure sessions in at least one activity
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| **Other** | * To be flexible to the changing demands of the business
* To be able to follow Wave Leisure Trust Policies and Procedures
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