

<b>Index</b>	<b>154/LG/CLO</b>
<b>Post Title</b>	<b>Lifeguard</b>
<b>Division</b>	<b>Community Leisure Operations</b>
<b>Section</b>	<b>Operational Facilities</b>
<b>Location</b>	<b>Citywide</b>

<b>Responsible to</b>	<b>Duty Manager, Assistant Operations Manager, Operations Manager</b>
<b>Responsible for</b>	<b>n/a</b>

### **Job Purpose**

- 1 To provide supervision and support to users of the facility assisting in the safe and efficient operation of the facility.

### **General Responsibilities**

- 2 Be aware of and committed to the equal opportunities principles and practices of the company.
- 3 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.

### **Operational Responsibilities**

- 4 To carry out duties assisting in the safe and efficient operation and administration of activities within the leisure facility.
- 5 To maintain the service standards in relation to cleanliness and safety, carrying out general cleaning in all parts of the facility environment.
- 6 To maintain high standards of customer care at all times.
- 7 To aid in the administration and financial procedures of the leisure facility.
- 8 To carry out duties assisting in the safe and efficient operation and administration of activities within the leisure facility.
- 9 To read understand and work within the Normal Operating Procedure and Emergency Action Plan currently in use at the place of work.
- 10 To ensure a duty of care to self, any other members of staff and members of the public.
- 11 To work within the Health & Safety, COSHH and Risk Assessment guidelines at all times.
- 12 To carry out safety/operational equipment and resource checks where requested and report findings in appropriate documentation where required.
- 13 To manoeuvre, set-up and dismantle equipment in a safe and efficient manner.

- 14 To participate in teaching programmes if appropriately qualified.
- 15 To attend regular training sessions in order to maintain knowledge, fitness and skills required to carry out your duties, and update essential qualifications.
- 16 To undertake elements of the induction process for new employees.
- 17 To maintain the service standards in relation to cleanliness and safety, carrying out general cleaning in all parts of the facility environment.
- 18 To maintain the facility's cleanliness, following the cleaning schedule and undertaking any other cleaning tasks as required by the Duty Manager / Assistant Operations Manager.
- 19 To work within the Health and Safety, COSHH and Risk Assessment guidelines at all times.
- 20 To understand and display appropriate signage when carrying out cleaning duties.
- 21 To be responsible for the safe use of cleaning equipment and related materials, reporting any faults and deficiencies to the Duty Manager/Assistant Operations Manager.
- 22 To maintain high standards of customer care at all times.
- 23 To maintain a high level of conduct and appearance at all times.
- 24 To regularly patrol the facility liaising with clubs, groups and members of the public as required & assisting in the set up/removal of equipment as instructed by line manager.
- 25 To deal with any customer queries in a helpful and friendly manner and inform the Duty Manager / Assistant Operations Manager of customer issues that cannot be easily resolved.
- 26 To help maintain a safe/secure environment through observation and provision of guidance and emergency assistance if required, to facility users reporting any concerns to the Duty Manager / Assistant Operations Manager.
- 27 To liaise with other staff and the Duty Manager / Assistant Operations Manager in the execution of the tasks associated with this post.
- 28 To aid in the administration and financial procedures of the leisure facility.
- 29 To maintain an awareness of facility/activity prices and programming information and systems.
- 30 To carry out reception duties, operating electronic point of sale system, answering telephone enquiries, dealing with bookings and recording of information using the facilities bookings procedures and systems.
- 31 To aid the Duty Manager / Assistant Operations Manager with stock control systems and any other job related administration as required.
- 32 To aid the Duty Manager / Assistant Operations Manager in the delivery of the facility program.

### **Methods of Working Expectations**

The post holder will be expected to:

- 33 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.
- 34 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.

- 35 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 36 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.
- 37 Undertake appropriate training associated with the duties of the post.

### General Conditions

- 38 The full-time working week is 37 hours. A flexible approach to working is required [time off in lieu (T.O.I.L) system is in operation].  
  
Your hours of work may be carried out in with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.
- 39 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 40 The Company operates a no-smoking policy.
- 41 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

<b>Prepared/Updated by</b>	David Selkirk – Director of Community Leisure Operations	May 2021
<b>Approved by</b>	Nickie Scorgie - Head of Human Resources & Organisational Development	May 2021
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