

Job description

Job title	Lifeguard
Team	All sites
Date prepared/ Revised by	01/03/2020
Post accountable to	Operations Manager
Post directly responsible for employees (number of workers)	Direct supervision: 0 Indirect supervision: 0
Main purpose	
To supervise customers throughout the facility to ensure their safety and satisfaction at all times. In carrying out the duties and responsibilities of this job, it is required that staff positively implement all current Brimhams Active Ltd's policies and regulations, and Codes of Practice at all times.	
Key contacts	
Internal	Operations Manager, Duty Manager, Duty Officer and other members of the team
External	Customers visiting the site.
Main accountabilities	
<ul style="list-style-type: none"> • Facility operation 90% • Promotion and development of the centre's activities 10% 	
Standard accountability statements	
Health and safety	You are required to comply with Brimhams Active Ltd's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of Brimhams Active Ltd's Health and Safety Policy. Your safety responsibilities are shown on the Health, Safety Responsibility Statement (HSRS) issued with your contract of employment.
Equality and diversity	The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.
Learning and personal development	The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.

Data security

Brimhams Active Ltd staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the company.

Safeguarding policy and procedures

The post holder will adhere to all Brimhams Active Ltd's Safeguarding policies and procedures.

Main duties and responsibilities

- Regularly supervise customers in the pool areas with constant vigilance to ensure total safety at all times.
- Advise customers of safety rules in relation to their behaviour, as required.
- As required, take responsibility for the rapid and effective application of lifesaving skills.
- Occasionally attend to minor accidents, administer appropriate first aid treatment and make accurate, legible records.
- Effectively discharge specified responsibilities in the event of any emergency situation.
- Regularly undertake cleaning tasks based on daily rotas, completing all such tasks to the highest standards at all times.
- Regularly replenish vending machines, keeping accurate and legible stock records.
- Regularly check changing, and other customer areas, to ensure cleanliness and customer satisfaction.
- Regularly conduct pool water tests to produce accurate readings which are recorded legibly.
- Frequently conduct daily safety checks to the specified level of detail and accuracy.
- Regularly assist in the setting up/ down of the facility at the start and end of sessions.
- Occasionally, after appropriate training, work in a relief capacity for other job areas e.g. reception.
- Occasionally, after appropriate training, work in a relief capacity at other pools managed by Brimhams Active Ltd.
- Periodically, undertake other duties which lifeguarding staff might reasonably be expected to perform.
- Regularly provide accurate and detailed information to customers as requested by the customers or management staff.
- Regularly receive verbal customer comments and ensure accurate records are made.
- Attend a minimum of one in-house staff training sessions per month.
- While on duty, staff are expected to wear the uniform provided, be well presented and to perform their duties in a professional and effective manner to ensure that all customers and visitors receive the highest quality service at all times.