

LIFEGUARD

Job Description

- Responsible to:** Duty Manager
- Work Location:** Hampton Pool, TW12 2ST, although you may be required to work at any YMCA LSW location.
- Hours of Work:** 40 hours per week, Various Hours of Work

Job Purpose

To ensure a high quality of service to our customers and the safety of pool users, cleanliness and operating as a team.

Undertake specific tasks as a member of the team to assist in the running and further development of the pool and its facilities.

Organisation Context

The vision of YMCA London South West (YMCA LSW) is a Christian charity where people can come as they are; be met at their point of need and come to know life in all its fullness.

YMCA LSW has a growing presence across the London Boroughs of Kingston, Merton, Richmond and Hammersmith & Fulham as well as in Elmbridge in Surrey. Services delivered by the Association include bed spaces for over 300 people in housing need, care services, health and wellbeing services, youth support and advice, education and training as well as children and families work.

Managed by YMCA London South West, Hampton Pool is a community based charity providing swimming, health and fitness, catering, functions and junior programme activities to the local community. The Pool's services are very weather dependent and we have different opening hours in summer and winter, the summer season and can be extremely busy and winter period quieter, but with our regular users and classes keeping staff busy.

Duties and Responsibilities

- Ensure the safety of pool users and undertake pool tests as required.
- Ensure the cleanliness of the facility.
- Undertake 15, 20, 30 minute and possibly one hour rotations on poolside and work together as part of a team.

Lifeguard (Bank), Hampton Pool – February 2017

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

Operations

- Assist in the implementation, achieving and monitoring the operational standards as set out in the Pool's Operations Manual.
- Adhere to Health and Safety requirements, with respect to Manual Handling, Protective Clothing and Fire Safety.
- Keep all cleaning supplies fully stocked at all times by doing a regular weekly stock check.
- Assist in implementing the Pool's Environmental Policy.
- Maintain good communication between the Duty Manager and pool staff.

Customer Service

- Assist with the implementation of a programme of high quality swimming and dry-side activities throughout the year, with the objective of increasing revenue in the quieter periods.
- Assist in the promotion and sale of merchandise to promote the profile of Hampton Pool and increase revenue.
- Assist in conducting customer surveys, a mystery customer report and other feedback from customers and staff.

Public Relations

- Actively promote the wellbeing of Hampton Pool by presenting a friendly welcoming and high quality service.
- Assist the directors and Friends of Hampton Pool in their community activities in support of Hampton Pool.
- Identify opportunities to promote Hampton Pool through various local and national media.

Friends of Hampton Pool

- Maintain and develop good relationships with the Friends of Hampton Pool and develop ways of utilising their willingness to help in constructive ways.

General

- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and team meetings as and when required.
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- Respect the Christian ethos of the YMCA and uphold its values.
- Undertake any other duties as requested by line manager.

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Person Specification/Key Competences

KNOWLEDGE	
Essential	Desirable
A working knowledge of all Health & Safety standards, emergency regulations and comply with all requirements for both staff and public.	Hold a management, pool maintenance, swimming tutor or other relevant qualification.
To hold a pool lifeguard qualification. If not qualified to achieve this within two months of taking up duties	First Aid at Work qualification.
	Knowledge of excellent customer care
EXPERIENCE	
Essential	Desirable
A good swimmer	Experience of working in the leisure industry or swimming pools.
Experience of swimming pools	Experience of delivering a range of leisure activities
	Experience of having worked in a team environment
APTITUDES AND SKILLS	
Essential	Desirable
Good team player	
Able to use initiative in resolving difficult situations	
Able to manage time effectively for self and others	
Reliable and flexible	
Able to develop and maintain positive working relationships with others	
Excellent communication and interpersonal skills	
Able to work unsocial hours, including evenings, weekends, and public holidays	
Able to work effectively in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	

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