

# The Cheltenham Trust

## Job Description

<b>Job Title:</b>	<b>Operations Assistant / Lifeguard</b>
<b>Post No:</b>	
<b>Grade:</b>	<b>C</b>
<b>Division:</b>	<b>Leisure@</b>
<b>Location:</b>	<b>leisure@cheltenham and associated facilities</b>
<b>Responsible to:</b>	<b>Lifeguard Team Leader</b>
<b>Responsible for:</b>	<b>N/A</b>

### **Part A: Job purpose**

To assist the Lifeguard Team Leader in the preparation of the facilities and activities in a professional manner to ensure a high quality of service is provided to customers and visitors to the facilities. To maintain the facility to a high standard of cleanliness and hygiene at all times. To supervise the security and safety of the public ensuring their enjoyment in all areas of the facility.

The role of Leisure Assistant / Lifeguard reports to a Lifeguard Team Leader.

### **Part B: Key result areas**

#### **1. Own personal management and development**

- a) to be responsible for ensuring personal health and safety by following safe systems of work, and by meeting the requirements of the health and safety policy.
- b) to ensure that the Trust's equal opportunities policies are followed and actively practice social inclusion within own area of service.
- c) to read and respond to corporate communications and information which is disseminated.
- d) to participate in the Trust's agreed performance appraisal system.

#### **2. Responsible for all physical resources and budgets allocated to the unit**

- a) no budget responsibility.
- b) ensure all resources (including IT hardware and software) are used safely, legally and efficiently.
- c) to comply with standing orders, financial regulations and all other council policies and systems for ensuring financial probity.

### **3. Professional / technical**

- a) maintain personal professional/technical competence within the service area in part C;

### **4. Other responsibilities**

- a) to ensure personal compliance with the Data Protection Act, Freedom of Information Act, Regulation of Investigatory Powers Act (RIPA) and any other specific legislation that impacts upon, and exists to protect, the corporate health of the organisation, whether relating to personnel management or service delivery.
- b) to comply with all aspects of the corporate health, safety and welfare policy
- c) to carry out any other duties that may be required commensurate with the general level of responsibility for the post.

### **Part C - Specific Service Areas**

- 1. to keep in touch with current practice and changes in legislation.
- 2. to work with the Trust, other agencies and community and voluntary groups to develop services within corporate and community strategies under the general direction of the corporate policy manager.

### **Part C - Main Duties and Responsibilities:**

To assist the Lifeguard Team Leader in the preparation of the facilities and activities in a professional manner to ensure a high quality of service is provided to customers and visitors to the facilities. To maintain the facility to a high standard of cleanliness and hygiene at all times. To supervise the security and safety of the public ensuring their enjoyment in all areas of the facility.

- 1. To welcome all users of the facilities promoting a positive image of the facility and trust by the provision of high quality customer service.
- 2. To check the safety of equipment in areas of responsibility and report any damage or malfunction of equipment, plant or building fabric to the Lifeguard Team Leader immediately after discovery.
- 3. To assist in the preparation and operation of events and activities, including the assembly and dismantling of equipment and minor repairs when required.
- 4. To ensure that a consistently high level of cleanliness and hygiene is maintained throughout the facilities at all times.
- 5. To ensure that lost property is handled and recorded in line with procedures.
- 6. To patrol all areas of the facility and ensure that all areas are being used in the correct manner, making suitable adjustments as necessary.
- 7. To assist the Lifeguard Team Leader in maintaining sports activity, activity areas and stores in a clean, safe and tidy manner.
- 8. To assist in the opening and closing of the facilities when required and assist in monitoring the security of the premises at all times.
- 9. Assist with the supervision and control of children's activities including parties, play schemes and courses.
- 10. To comply with the Pool Safety Operating Procedures at all times.

11. Supervise the swimming pool areas in accordance with the operating procedures and take necessary action to ensure the safety of all pool users and staff.
12. Attend regular Lifeguard training sessions to ensure ongoing personal development and compliance of the requirements of the National Pool Lifeguard Qualification.
13. Perform inspection of pool safety equipment including rescue aids and alarms in accordance with the operating procedures.
14. Perform routine checks of customer's wristbands or receipts to ensure proof of payment for entry to the swimming pools and health suite.
15. Carry out regular checks of the changing village facilities and health suite, paying particular attention to customer safety, facility operation, security, cleanliness and hygiene.
16. To provide first aid to customers and staff in accordance with the First Aid at Work qualification.
17. To attend relevant training courses as required by the trust to maintain the ability to carry out the duties of the role effectively.
18. To attend staff meetings as required.
19. To wear any uniform that the trust request.
20. To comply with the Emergency Action Plan for the facilities and assist with any such incidents in the appropriate manner.

# PERSONNEL SPECIFICATION FORM

Applicants Please Note: You may retain this form for your information.

Job Title: Operations Assistant - Lifeguard	Grade: C
Drawn up by: Mark Littlewood	Signature: M. Littlewood

CRITERIA	Assessment Code
<p><b>A. Skills and Abilities</b> (Including basic, technical, communication, managerial skills, skills dealing with people, etc.)</p> <p>Effective communication skills - oral and written.</p> <p>Must be numerate.</p> <p>Good level of PC skills in office applications.</p> <p>Must be able to record information accurately.</p> <p>Good inter-personal skills - must be confident with a friendly manner and be able to work individually or a part of a team.</p> <p>Ability to develop positive working relationships with staff and customers.</p> <p>The role requires a good level of basic fitness.</p>	<p>S&amp;I</p> <p>S</p> <p>S</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
<p><b>B. Knowledge</b></p> <p>Must have good knowledge of Leisure and pool operations and systems.</p> <p>Knowledge of pool rotations, cleaning standards</p> <p>Knowledge of customer service skills for dealing with a range of customers.</p> <p>Basic level of knowledge of health and safety.</p>	<p>S / I</p> <p>S / I</p> <p>S / I</p> <p>S / I</p>
<p><b>C. Work Related Experience (including voluntary/unpaid work)</b></p> <p>A minimum of 6 months experience of working in a fitness related operation with specific responsibility for the supervision and safety of customers and the prescribing of exercise programmes.</p>	<p>S</p>
<p><b>D. Qualifications - for which there is a legal/professional requirement</b></p> <p>A relevant and current NPLQ qualification.</p>	<p>S</p>

CRITERIA	Assessment Code
<b>E. Circumstances</b>  Must have a flexible approach to working hours as the post holder will be required to work on a rotating shift system including days, evenings and weekends. The post requires Bank Holiday working as part of the rota.	I
<b>F. Desirable Criteria</b> <b>(It is not essential to satisfy these requirements, but they may be used during shortlisting)</b>  First Aid at work  6 months experience working in the leisure sector	I  I

<b>Criteria Assessment Code Descriptors</b> <b>S</b> - To be assessed at shortlisting for interview. <b>I</b> - To be assessed at interview <b>T</b> - To be assessed by test. (If selected for interview all candidates will be sent further details of this.)
--

<b>FOR OFFICE USE ONLY</b>
<b>Verification Statement</b> I confirm that this Personnel Specification has been approved by:  Name: _____ Designation: _____  Signature: _____ Date of Approval: _____  <b>This statement must be completed before the form is sent to Human Resources</b>