

Job Title:	Lifeguard
Base:	Searles Leisure Resort
Reporting to:	Leisure Manager
Job Purpose:	<p>As a Lifeguard you will have good communication skills and a passion for delivering excellent customer service. You will be working as part of the leisure team ensuring that the standard operating procedures are carried before, during and following shifts. You will carry out lifeguard duties in line with NPLQ.</p> <p>The postholder will assist the Leisure management team in delivering excellent service and developing the department through inventive ideas and forward thinking, whilst managing health and safety within the workplace.</p> <p>You will support the Company's mission and objectives through compliance to Policies and Procedures.</p>
Key Responsibilities:	<ul style="list-style-type: none"> • Open and close the pool and leisure areas each day, depending on schedule and hours. • Carry out chemical pool tests as per schedule, record, and report results to a manager. • Carrying out lifeguard duties in line with NPLQ. • To book, assist and oversee pool parties. • Ensure that all areas of responsibility are cleaned and meet the required standards of cleanliness as per procedure. • Ensure that any equipment used is well maintained and is returned to the correct storage place when finished with. Report damaged/ faulty equipment to management. • Adhere to the company and department policies and procedures. • Ability to assess areas of responsibility for any hazards and/or dangers for customers and colleagues and ensure that these hazards are reported to management immediately. • Provide First Aid in the event of an injury and/ or rescuing a swimmer in distress and to ensure an accident form is filled in fully and correctly with the customer and that first aid stocks are taken, and first aid bags are fully stocked at all times. • To carry out chemical pool tests on the hot tubs, treat the hot tubs as per stated schedule and procedure and ensure hot tubs are changed over in line with procedure, following training provided. • Use the company booking system in line with department procedure. • Complete administration tasks as required, such as filing reports, recording actions and tasks information in diaries records. • Work alongside the Leisure Management on shift, raise issues and assist in managing any customer queries or complaints. • Delivering excellent customer service. • Assist the business and customers when appropriate or necessary. • Comply to all regulations and policies such as Data Protection Act, Health & Safety and Safeguarding, ensure a safe working environment for all staff members. • To complete any in-house training as required. • To act as an ambassador for the business and ensure that the Company is promoted externally on all occasions. • Support the company's mission and objectives through compliance to the Policies and Procedures. • To perform any other duties as required. • Participate in team meetings and attend monthly mandatory staff training
Key Relationships:	<ul style="list-style-type: none"> • Leisure Team Managers • Health & Safety & Training Manager • Leisure Team

Education, Training & Experience:	<ul style="list-style-type: none"> • NPLQ Current Qualification. • First Aid Certificate • Valid Enhanced DBS Certificate (or willing to have the check completed alongside pre-employment checks) • Previous Experience (Desirable) • Experience teaching Swim Lessons or coaching a Swim Team (Desirable) • Teamwork skills and the ability to act as the public face of the business. • Computer literate with proficiency in Microsoft Office.
Disposition & requirements:	<ul style="list-style-type: none"> • Full valid Driving qualification for UK. (Desirable) • Flexible Schedule, for Working hours. • Ability to pass pre-employment practical skills and competency test in the water. • Maintain a professional standard of work attire and personal hygiene <ul style="list-style-type: none"> • Presentable uniform and correct footwear in the complex. • Mid to long length hair must be neatly tied back. • Jewellery kept to minimum • Men – neatly trimmed facial hair. • No chipped nail polish. • A passion for delivering Excellent Customer Service • Enthusiastic and Energetic Team Player • Strong Work Ethic • Good Timekeeping Skills • Fast thinking and works well in a fast-paced environment. • Polite and well-mannered with good communication skills
Hours of Work:	As detailed in contract to include weekends and bank holidays. Shifts may include early starts and late finish.