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| UNIVERSITY OF NOTTINGHAMRECRUITMENT ROLE PROFILE FORM  |

**Job Title:** Pool Lifeguard

**School/Department:** Physical Recreation & Sport

**Job Family and Level:** Operations & Facilities – Level 1: 4-6

**Salary:** £14,959 – £15,765 per annum, pro-rata for part time contracts (£7.93 - £8.36 per hour), plus additional shift payments for regular weekend working

**Hours of Work:** Variable – see individual advert

**Location:** Swimming Pool - University Park

**Reporting to:** Sports Centre Manager

**The purpose of the role:**

To provide effective supervision of the swimming pools activities between the hours of 5.30am and 11.00pm, ensuring the health, safety and welfare of bathers; provide immediate first aid / rescue when required; provide a high quality, friendly, well organised and professional customer experience, taking payments and resolving customer queries and enquiries in person and over the telephone;

Assist the team of Duty Managers with the daily operation of the facility.

Support the delivery of the Vision for Sport to deliver an outstanding student sporting offer and establish the University as the first choice for students wishing to combine a top quality education with an outstanding sporting experience

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|  | **Main Responsibilities**  | % time per year |
| 1. | **Poolside Supervision and Lifeguarding*** Function as a Lifeguard, maintaining the highest levels of vigilance whilst supervising swimmers, anticipating problems to prevent accidents and emergency situations form developing.
* Provide immediate rescue and first aid when required.
* Ensure the reporting of incidents and near misses is carried out in accordance with University and departmental Policy, liaising with the swimming pool management team where appropriate
* Carry out regular safety checks to poolside rescue equipment and pool alarm systems in accordance with departmental procedures.
* To attend monthly training sessions (at least 1 per month) to maintain validity NPLQ qualifications
* Act in accordance with the swimming pool normal operating procedures, risk assessments, emergency action plan and departmental procedures at all times.
 | 30% |
| 2. | **Operations*** The timely and efficient Setup and dismantling of equipment relating to swimming pool activities, for example, student sports clubs, swimming galas, coaching and teaching activities
* Maintain high standards of cleanliness and hygiene at all times via the swimming pool scheduled cleaning programme and pro-active building patrols.
* Conduct regular water tests, reporting anomalies to appropriate colleagues in accordance with departmental procedures.
* To Support the delivery of the planned and preventative maintenance programme via regular inspections of the swimming pool building, recording results, resolving maintenance and cleanliness issues where possible, reporting faults to appropriate colleagues in accordance with departmental procedures and conducting basic maintenance tasks, for example, the replenishment of chemicals, backwashing filters.
* To attend team meetings as required
 | 30% |
| 3. | **Customer Admissions*** To provide an excellent front of house customer service via the provision of general and specific information relating to the sports facilities, and services and admitting customers in a friendly and professional manner
* To promote the sporting programme and recreational opportunities available to students, staff and the wider community in a proactive and friendly manner
* To act as the first point of contact with respect to enquires made at reception in the form of telephone calls, face to face contact and email
* Maintaining customer confidence and service standards via ensuring prompt responses to enquiries and resolution of problems arising in accordance with departmental policies and procedures
* Greeting customers on arrival, providing information relevant to their activity and directing them to appropriate areas
* Operation of the computerised booking system, in order to admit customers to their desired activity; checking membership eligibility
* Assisting with the effective delivery of student and sporting events, ensuring client needs are assessed and met
* Accepting, recording and processing payment for activities, courses and events via use of the departmental computerised booking system, and in accordance with departmental policies and procedures.
* To reconcile all monies at the close of each shift via use of the departmental computerised booking system, and in accordance with departmental policies and procedures.
* Checking and verifying floats and monies stored on site, ensuring security and traceability of cash takings
* Proactively promote the University Of Nottingham Sport membership scheme to students, staff and the wider community, advising prospective customers and encouraging sales
* To act in accordance with the departmental customer service policies and practices at all times.
 | 30% |
| 4. | **Departmental support*** To assist with the delivery of departmental and University wide events, for example, freshers fair, open days and the alumni sports weekend, offering support to students and the wider community and assisting delivery where required.
* To support the delivery of events, projects and programmes as required in liaison with the Swimming pool manager.
* To exhibit a flexible approach to work, providing additional cover in cases of sickness, annual leave or special events.
* Undertaking other duties and activities that may be necessary from time to time in accordance with the needs of the department.
 | 10% |

## Knowledge, Skills, Qualifications and Experience

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|  | **Essential** | **Desirable** |
| **Qualifications/ Education** | * National Pool Lifeguard Qualification or equivalent (supported by proven training records)
* Basic numeracy & literacy skills
 | * IMSPA Operations Certificate
* First Aid at Work Certificate
* IMSPA Pool plant Operators Certificate
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| **Skills/Training** | * Excellent customer service skills
* Excellent teamwork skills
* Excellent communication skills
* Ability to work independently
* A willingness to undertake further training as and when required.
* Punctual and reliable
 | * Defibrillator trained
* Ability to handle difficult situations
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| **Experience** | * Previous experience of lifeguarding.
 | * Knowledge of University sport provision
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| **Statutory/Legal** | * Due to the nature of the role including working with children and vulnerable adults, the post is subject to a satisfactory enhanced DBS disclosure check
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**Decision Making**

**i) taken independently by the role holder;**

The day to day supervision of the swimming pool (i.e. Jubilee, Sutton Bonington or University Park).

Scheduled cleaning and Maintenance duties, logging Estates Work Requests

Cash reconciliation

Delivery of fitness classes or sports tournaments

Membership enquiries

Bookings requests

Solving problems and complaints where there is an obvious solution

In the absence of a senior member of staff, call out support staff to deal with emergencies e.g. plumbers or electricians

Set up and handling of swimming pool equipment

**ii) taken in collaboration with others;**

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| Organisation of sports tournamentsMore complex complaints where the solution may not be obviousWebsite updatesPromotional work for events / services |

**iii) referred to the appropriate line manager (Assistant Director of Sport : Operations) by the role holder.**

Advance bookings

Non routine membership enquiries

Health and safety issues arising from daily checks

Serious complaints

**Scope of the Role**

Day to day operations of the swimming pool and supporting the wider delivery of sports based programmes, providing an excellent level of customer care

**Additional Work Elements**

Use of and operation of machinery necessary for the cleaning and maintenance fo the sports centre, for example Mobile (static) Elevated Work Platform, forked stacker truck and ride-on cleaning machines

Increased temperature and humidity of working environment when on poolside

**Other Information**

Hours of work are as stated on each advert per week. Candidates will need to flexible in their approach to their working hours noting that the operational hours are between 5.30am and 11 pm seven days a week. Post holders may be occasionally asked to work outside of normal working hours, for some events and essential building maintenance.

Post holders may be required to operate from any one of the sports sites. With two of the sites (Sutton Bonington and University Park) there is an element of outdoor working.

Post holders will be required to conform to the department’s uniform regulations, including wearing Personal Protective Equipment, where necessary and whenever advised to do so.