**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:** | **Lifeguard Leisure Attendant (Contracted)** |
| **Reporting To:** | Duty Manager |

**Background**

Wave Active is an award-winning charity and social enterprise, supporting our local communities with facilities, activities, and services to inspire active lifestyles.

Our purpose is to “Inspire Active Lifestyles” and vision, “To be at the heart of the improvement of health and wellbeing in the Community”.

We are passionate about providing services and opportunities that support individuals to gain, regain or maintain health, fitness and wellbeing improvements. Managing 15 leisure facilities and Newhaven Fort, across the Lewes District and Eastbourne Borough of East Sussex we provide health and fitness services for both members and non-members of all ages to participate in, whether that be through sport, group exercise, gym, swim, play or health services.

While we offer a range of facilities and activities across our multifunctional spaces, our team is key to creating an approachable environment enabling individuals to prioritise their wellbeing and their health journey.

Formed in 2006 Wave Active continues to ensure all surplus revenues generated from activities are reinvested back into the community in the form of facility developments and refurbishments, new programmes of activity and to support those with health conditions to make health improvements.

**The Post in Context**

The key purpose of this post is to maintain constant surveillance of customers in the facility; acting immediately and appropriately to secure the safety of customers in the event of emergency. When necessary, you will provide emergency care and treatment as required until the arrival of emergency medical services.

This post will be based at Hillbrow Health & Wellbeing, Hillbrow Sports Centre, Meads, Eastbourne. A local partnership of [Wave Active](https://www.waveleisure.co.uk/) and [South Downs Health and Care](https://www.sdhc.org.uk/) will be running a health and wellbeing ‘hub’ at the Denton Road site in Meads, bringing together high-quality sport and leisure facilities alongside provision of accessible NHS and private community healthcare services.

**Customer Service**

The priorities of the Lifeguard Leisure Attendants are:

1. To provide a friendly and efficient service to all customers.
2. To pro-actively provide information to promote the Centre to the public at all times.
3. To respond positively to customer enquiries.
4. To work on reception as required.
5. To sell memberships as required

**General Tasks**

* To clean all areas of the Centre including pool hall, halls, changing rooms, toilets, showers, storeroom and drains to ensure exceptional standards of hygiene and cleanliness.
* To ensure that all users behave in an orderly manner at all times and take appropriate action should any member of the public misuse the facilities.
* To assist with the delivery of continuous improvement plans.
* To assist in the maintenance, use and updating of safety equipment and to ensure that the requirements of the Health and Safety at Work Act are properly adhered to.
* To be diligent about compliance with the Trust’s Health and Safety Policy.
* To take on relevant responsibilities during Emergency Procedures.

**General Tasks – Wet Side**

* To lifeguard and supervise the pool area, assist swimmers in difficulty, undertake any necessary life-saving operations and apply First Aid as needed.
* To supervise changing rooms, showers and associated areas.
* To make and record periodic checks on chemical levels of the pool water and report to a manager should it fail to meet the required standards.
* To ensure the day to day preparation of the pool facilities for swimming lessons, special water activities and private parties.
* To assist the DM in organising special water activities for children during the school holidays.
* To maintain a National Pool Lifeguard Qualification including attendance at staff training on a monthly basis.

**General Tasks – Dry Side**

* To ensure day to day preparation of facilities e.g. equipment set ups.
* To undertake coaching/supervision of courses and sessions as required.

**Other Duties**

* To carry out other duties as required.
* To adhere to Wave Active Limited’s policies and procedures.

I agree to accept this Job Description.

**Name:** ………………………………………………………………………………………………..

**Signed:** ………………………………………………………………………………………………

**Date:** ………………………….………………………………………………………………………

**PERSON SPECIFICATION – LIFEGUARD AND LEISURE ATTENDANT (Contracted)**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Profile** | * Good interpersonal abilities * Able to understand hazards related to pool conditions * Tact and diplomacy when dealing with customers who are breaking the rules * Ability to stay calm under extreme circumstances * Excellent observation skills * Quick reaction in dangerous situations * Customer focused * Driven and Enthusiastic * Passion for providing exceptional service * Team Player |  |
| **Experience** | * Similar work environment |  |
| **Qualifications** | * NPLQ (Ability to obtain NPLQ on our next available course) * Interest free funding maybe available if you do not have this qualification | * Knowledge of COSHH regulations * Coaching Qualification * First Aid Certificate |
| **Specialist Knowledge** | * Able to organise leisure sessions in at least one activity |  |
| **Other** | * To be flexible to the changing demands of the business * To be able to follow Wave Active Limited’s Policies and Procedures |  |