

## Lifeguard (40 hours)

### Job Description

<b>Responsible to:</b>	Duty Manager
<b>Responsible for:</b>	N / A
<b>Hours of Work:</b>	40 hours per week, worked on a rota basis, including evenings, weekends and public holidays or generally worked within office hours, Monday to Friday, with occasional evening and weekend work. Bank
<b>Work Location:</b>	Hampton Pool, although may be required to work at any YMCA St Paul's Group location

### **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**

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

- We provide housing and support to those in need of a place to call home and support them with services that empower them to build a positive future.
- We support children, young people and families to be safe, healthy, connected and confident.
- We bring people together by encouraging them to be healthy, physically and mentally.
- We help nurture an environment where people of all faiths and none have the opportunity to understand and express the love of God.
- We empower our residents, staff and users by providing them with excellent service and welcoming properties where they can thrive.
- We enable the Charity to respond to the future with an equipped and empowered workforce that is flexible and agile.

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.

- The vision of YMCA St Paul's group is to empower young people by providing the resources and support so they can thrive. We wish to create inclusive, active and healthy communities where everyone can flourish.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and are able to be their authentic selves.

We welcome everyone, strive for excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

## Duties and Responsibilities

- Ensure the safety of pool users and undertake pool tests as required.
- Ensure the cleanliness of the facility.
- Undertake 40, 60 and possibly 90 minute rotations on poolside and work together as part of a team.

## 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.

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## 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 – All Staff

- Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet
- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Corporate Office meetings as and when required.
- Undertake any other duties as requested by line manager.

## Scope and Limits of Authority

Occasionally the Lifeguard will be the senior officer on duty and at such times will take all decision on operating issues at the Pool.

**Lifeguard**

Person Specification/Key Competences

<b>KNOWLEDGE</b>	
<b>Essential</b>	<b>Desirable</b>
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.	First Aid at Work qualification.
	Knowledge of excellent customer care.
<b>EXPERIENCE</b>	
<b>Essential</b>	<b>Desirable</b>
A good swimmer	Experience of working in the leisure industry or swimming pools
	Experience of delivering a range of leisure activities
	Experience of having worked in a team environment
<b>APTITUDES AND SKILLS</b>	
<b>Key Competencies</b>	
<b>Customer and quality focus</b>	
Focused first and foremost on the views and needs of the external and internal customers.	
<b>Collaboration</b>	
Able to develop and maintain positive working relationships with others	
Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries	
Able to confront difficult situations and reconcile different viewpoints	
<b>Achieving Results</b>	
Able to produce reports and present work analytically	
<b>Communication and influencing</b>	
Excellent communication and interpersonal skills	
<b>Inclusivity &amp; Diversity</b>	
Able to work effectively within, and successfully implement, an Equal Opportunities Environment	

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Able to work effectively in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	
<b>Planning and organising</b>	
Good planning and organisational skills in order to manage a busy and varied workload	
<b>Additional requirements</b>	
Able to work unsocial hours, including evenings, weekends, and public holidays	< Line Managers
Able to travel to different YMCA sites	< All Staff

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**Lifeguard (40 hours)**  
Terms and Conditions of Employment

**Salary**

£24,960

**Hours of Work**

40 hours per week

**Annual leave**

Commencing at 25 days per annum plus public holidays (for five days per week workers; otherwise pro-rata).

**Conditions of Appointment**

Subject to satisfactory references, medical clearance, Disclosure Barring Service check and verification of ability to work in the United Kingdom.

**Probation Period**

Subject to satisfactory review, the contract will be confirmed after six months unless stated otherwise.

**Continuity of Service**

For those already employed within the YMCA Federation, continuity of service will be recognised.

**Notice Period**

One week during the probationary period and then a minimum of one calendar month.

**Pension**

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

**Other Benefits**

Free use of the Health and Fitness facilities and a staff discount in restaurants.