

# Position Description

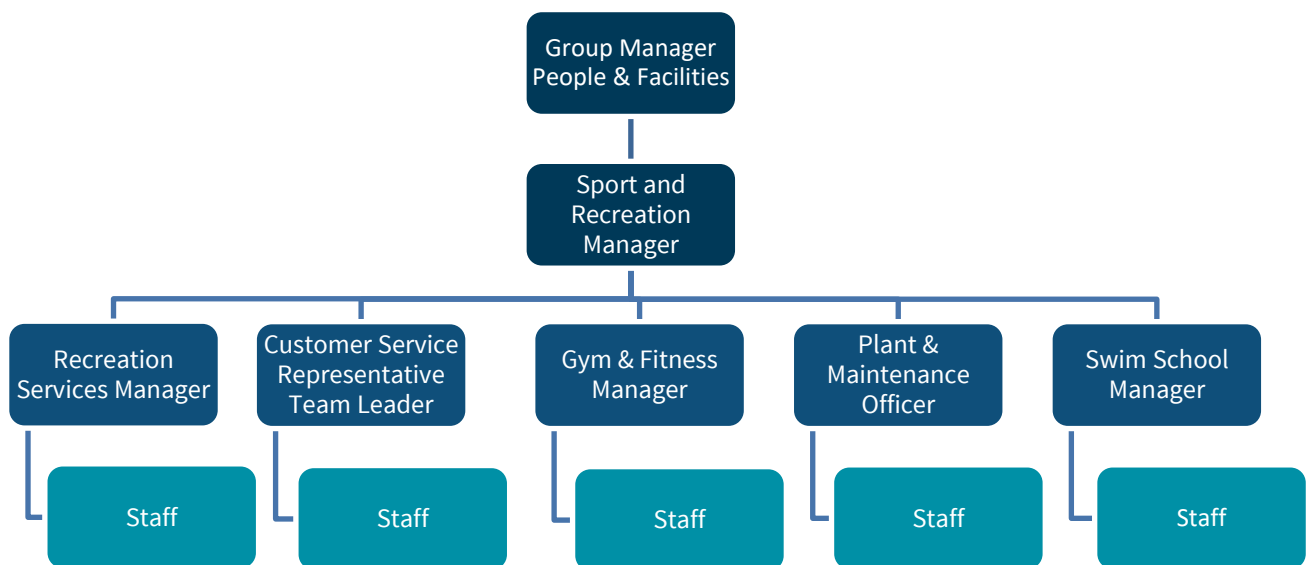
<b>Position Title:</b>	Pool Lifeguard
<b>Responsible To:</b>	Sports Facility Manager
<b>Reports To:</b>	Aquatics Manager
<b>Team:</b>	Sports Facility Team
<b>Group:</b>	People & Facilities
<b>Employment Type:</b>	As specified in letter of offer
<b>Date Modified:</b>	January 2023

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## Purpose

To actively supervise all users in the aquatics area to ensure, promote and to educate them in safe conduct, while promoting a good public image and a high level of customer satisfaction.

## Group Structure



# OUR Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

# OUR Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

## Key Accountabilities

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### Lifeguarding

- Actively supervise aquatic facilities and activities, interacting with customers to impact positively on their behaviour, ensuring a safe environment is maintained.
- Maintain a high level of water fitness and competence in both wet and dry rescue techniques as well as first aid and basic life support skills.
- Provide a high standard of customer service through positive interaction with customers in order to provide an enjoyable experience.
- Respond quickly and effectively to emergencies and to customers in difficulty, ensuring both personal and customers safety.
- Assist as required with the running of programmes and events and set up equipment used in conjunction with such events in a correct and safe manner.
- Have control of the pool area being supervised and ensure all facility rules and procedures are being adhered to.
- Ensure agreed hygiene and cleanliness standards for spot cleaning of poolside facilities are achieved consistently.

### General

- Work effectively as a part of the Lifeguard team to ensure strong positive working relationships with other staff, and ensure consistent customer service.
- Be familiar with emergency procedures and take on the duties as area fire warden during evacuation as required.
- Attend and take an active role at staff meetings and trainings.
- Provide clear and accurate information to the customers about the range of facility services and programmes offered, to encourage ongoing custom.
- Proactively assist other staff to maintain a high standard of facility presentation.
- Provide assistance in other areas of the Facility as required.

### Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by your Manager or Group Manager.

## Position Requirements

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The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

### Personal Qualities

#### Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

#### Teamwork

- Cooperates, collaborates and shares information with others in pursuit of team goals.
- Shows consideration, concern and respect for others feelings and ideas while accommodating to their style of working.
- Encourages constructive resolution of conflict within a group.

### Knowledge and Skills

#### Communication Skills

- Organises information in a logical sequence using content appropriate for the purpose and audience, using feedback to ensure understanding.
- Speaks clearly, concisely and confidently using a polite and considerate manner.
- Ensures written communication contains the necessary information to achieve their purpose.

#### Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work.
- Demonstrates a proactive and self-starting approach.
- Sets high standards of performance for self and others, ensuring ownership of actions.

#### Specialist Expertise

- Hold or be willing to obtain New Zealand Pool Lifeguard Practising Certificate.
- Hold or be willing to obtain a current Comprehensive First Aid Certificate.
- Ability to carry out a variety of water rescues and life-saving techniques correctly and competently.
- Ability to swim 200 metres front crawl continuously and competently with six minutes.