

ROLE PROFILE

Job Role:	Lifeguard
Salary:	Grade A-1
Competency Band:	1
Location:	Across KAL
Responsible To:	Team Leader
Responsible For:	None

Role Description

Working as a Lifeguard is a fun and diverse experience, but it also has a serious side. You will be responsible for the supervision and safety of all our pool users, ensuring our customers have complete confidence in your abilities, within a diverse and constantly changing environment. You will be expected to keep up to date with your lifeguard qualification, to ensure you are able to remain alert to dangers and hazards within a pool environment and react appropriately to any situation that arises. This involves monthly training.

Our customers are central to everything we do and as part of the centre's customer service team, you will be expected to make our customers feel welcome and valued, making sure they have a great experience on every visit. When a problem arises, you will be expected to approach it positively and where possible, try to find a solution that makes everyone happy.

You will understand that impressing customers also means having a clean site to visit. You and your team will be responsible for keeping the site clean and safe for all customers, visitors and your team, even during busy periods. You will be required at times to assist with the set up and dismantle of a large variety of equipment. Some of the equipment can be considerable in size/weight, so good working practices and team work are vital.

Key Tasks

- To work as part of a team to provide an efficient and effective service with special emphasis on customer care and cleanliness
- To assist management with the day to day running of the site
- Supervise the building, with particular regard for the pool area, to ensure all customers and colleagues are safe, reacting quickly and effectively to incidents
- Cleaning duties and tidying all areas of the site
- Setting up and taking down equipment

Essential Criteria Definition

These are the skills, qualifications, experience and attitude you will need in order to be shortlisted for the post. These are essential to perform your role on day one.

Desirable Criteria Definition

These skills, qualifications and experience are ideal to have on day one of the job, however, if you don't have them yet, we consider most of these can be obtained during the first few months in the role. You must be aware that you will need to be demonstrating these skills longer term. You will be expected to develop your skills and knowledge within an agreed timescale (usually within 3-6 months of your start date) to meet the Desirable criteria in full.

Essential

- RLSS National Pool Lifeguard Qualification
- The ability to consistently demonstrate the KAL Values – ONE TEAM, PASSION, EXCELLENCE
- The ability to consistently deliver exceptional customer service
- The ability to demonstrate a basic understanding of Health and Safety, as it relates to this post
- The ability to demonstrate great timekeeping within the working environment
- The ability to work flexibly, as the post will include evenings and weekends

Desirable

- Work experience or volunteering in a customer facing capacity and demonstrate an understanding of transferrable skills
- The ability to demonstrate knowledge and experience of cleaning in a variety of settings and use of cleaning chemicals.
- Demonstrate the ability to deal effectively with people (staff and customers) including, giving instructions, relaying information and dealing with conflict
- Knowledge of the Leisure Industry

In addition, we expect that everyone:

- Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
- Acts in accordance with KAL's Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.
- Must commit to, support and work within KAL's Safeguarding policies and procedures



Behavioural Competencies

The role of a Lifeguard is Band 1 and you will be expected to demonstrate an ability to work at this level, satisfying the majority of the behaviours at recruitment. You will then be expected to progress until you are consistently meeting all the competencies within Band 1.

KAL Competencies can be found on the website. These competencies may be tested within the interview process.