



St Albans Girls' School

Specialist Business and Enterprise Academy

LIFE GUARD

£9.00 per hour

The post holder is required to perform the duties below. S/he will be responsible to the Trust Lettings Manager and will demonstrate a genuine commitment to our equal opportunities policy and the well being of all students.

This job description will be reviewed annually and will form the basis of the Performance Management Review procedure. Any issues relating to the review of this job description should be brought to the notice of the Head Teacher by the post holder through the senior line manager. The post holder will undertake the following specific responsibilities in order to fulfil our statutory requirements, school aims, policies and targets.

Main areas of responsibility:

To provide a wide range of assistance to customers in all areas of the Pool and to carry out duties essential to the safe, efficient, and smooth operation of the Pool.

Duties and tasks:

1. To assist the Premises Manager in providing an efficient and effective service for the whole community
2. To assist in the efficient day to day operation of the School ensuring customer satisfaction, and compliance with the relevant Quest standards and procedures.
3. To undertake cleaning duties as required by cleaning schedules or the Premises Manager
4. To supervise swimmers ensuring their proper conduct and safety, in accordance with the Pool's Normal Operating Procedure, (N.O.P), and Emergency Action Plan, (E.A.P).
5. To assemble and dismantle equipment for sports and social activities.
6. To maintain a safe environment for both staff and customers, including undertaking pool water tests and reporting the results to the Premises Manager, and the application of first aid when necessary.
7. To make a positive contribution to service improvement, through regular attendance at staff meetings / training sessions where requested by the Business Manager
8. To promote a positive image to customers taking prompt action to deal with complaints and problems.
9. To assist in the upkeep of administrative and filing systems at the School.
10. To comply with all the policies and procedures of the Council (e.g. Equal Opportunities, Standing Orders, Financial Regulations, Health & Safety). Copies of these procedures can be obtained from your Service Manager, and can also be found in the Employee Handbook (which will be amended and reissued should there be any changes) and/or from the Personnel Services Unit.
11. To undertake such other work that may be required from time to time by the Premises Manager consistent with the duties and grading of the post.



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Knowledge, Experience and Training

1. To personally ensure that qualifications are kept up to date and skills maintained and developed to a high level of personal competency.

Essential training for this post includes:

- a) In-house Customer Care
- b) In-house on-going Pool Lifeguard training
- c) First Aid at Work – 1 Day Course

Organisation Chart

Head Teacher —————> Chief Op Officer —————> Lettings Manager —————> Life Guard

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.



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PERSON SPECIFICATION

Post Title: Life Guard

Selection Criteria (E = Essential, D = Desirable)	E	D	H/A
1 Experience <ul style="list-style-type: none"> Lifeguarding Dealing with customers Cleaning Coaching/Activity Supervision 	✓	✓ ✓ ✓	
2 Skills & Abilities <ul style="list-style-type: none"> To communicate effectively & to motivate people Top present a confident, friendly, and positive image to customers Actively contribute to service improvement Ability to use Windows based software e.g. word processor, spreadsheets. 	✓ ✓ ✓ ✓		
3 Knowledge <ul style="list-style-type: none"> Health & safety requirements Customer Service good practice 	✓	✓	
4 Education/Qualifications <ul style="list-style-type: none"> RLSS National Pool Lifeguard (within 1 month) First Aid at Work – Appointed Persons (within 1 month) Wet or Dryside Coaching 		✓ ✓ ✓	
5 Other Requirements:- <ul style="list-style-type: none"> Available to work evenings, daytime and weekends or as specified in the recruitment advert. 	✓		
How Assessed (HA) – AF – application form IV – interview T – test C – certificate P – presentation			