
Job TitleJob Description

Responsible to:	Duty Manager
Hours of Work:	20 hours per week, worked on rota basis.
Contract:	Permanent
Work Location:	Hampton Pool
Salary:	£10,004.80 per annum

Organisation Context

YMCA St Paul's Group (SPG) emerged from the coming together of four separate Associations over an 18-month period. The group is largest YMCA in Europe and one of the largest providers of supported housing in London and beyond providing a safe place to stay for over 1,200 residents each night. As well as accommodation, education and training, the Association is focused on the transformation of communities through its 6+ Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft play centres. Through the merger and accompanying new investment we expect the range, reach and impact of our services to grow so that we can better realise our vision.

The vision of the Association is of 'Places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'.

Job Purpose

Undertake full role of Lifeguard, and ensure staff are performing their role/duties correctly; maintain standards both on and off pool. Ensure a high quality of service to our customers and the safety of pool users.

The Senior Lifeguard will occasionally stand in as Duty Manager, assuming some management responsibilities to assist with the running of the site.

Duties and Responsibilities

Personnel

- Undertake duties of a Lifeguard including poolside duties, cleaning, site checks, pool tests, etc..
- Oversight, management and organisation of Lifeguards, ensuring rotations take place, poolside and off-pool duties are undertaken.
- Lead by example and assist in monitoring performance of all staff. Maintain good communications with staff on a regular and formal basis ensuring that policies are understood and performance targets are achieved.
- Provide leadership to staff, ensuring clarity of direction, effective communication and personal and professional development. Positively recognise and effectively utilise the skills which individuals bring to the staff team.
- Ensure adequate staffing levels at the pool at all times and inform the Management team of any staffing problems. Assist in planning and managing rotas, ensuring staff cover, and absence for sickness and annual leave.
- Have good communication between the Duty Manager and pool staff, reporting any difficulties or issue instructions/guidance as necessary.
- Assist in the recruitment and induction of staff.
- Assist in completion and timely submission of all HR paperwork, such as Staff Changes, Starter and Leaver Forms, time sheets, etc..
- Organise regular team meetings to ensure good communication and best practice is disseminated, and encouraging a cohesive staff team who support one another's roles.

Operations

- Open up and set up the pool and building for the arrival of members/general public.
- At end of day, ensure that the building is locked and secure and all monies have been put in the safe.
- Assist in the implementation, achieving and monitoring the operational standards as set out in the Pool Safety Operating Procedures; lead by example.
- Oversee the organisation and staffing of children's activities such as 'TNT' and children's parties.
- Maintain a high standard of water purity, undertaking regular checks.
- Adhere to Health and Safety requirements, with respect to Manual Handling, Protective Clothing and Fire Safety.
- Assist in implementing the Pool's Environmental Policy.
- Keep all cleaning supplies fully stocked at all times by doing a regular weekly stock check. Ensure a high standard of site cleanliness.

Customer Service

- Actively promote the well-being of Hampton Pool by presenting a friendly welcoming and high quality 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.
- Identify opportunities to promote Hampton Pool through various local and national media.
- Assist in conducting customer surveys, a mystery customer report and other feedback from customers and staff.

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.

- Assist the Directors and Friends of Hampton Pool in their community activities in support of Hampton Pool.

General

- Attend all relevant training and development programmes and staff meetings.
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- Respect the Christian ethos of the YMCA and uphold its values.
- Undertake other appropriate duties as requested by the Management team.

Scope and Limits of Authority

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

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Senior Lifeguard

Person Specification/Key Competences

KNOWLEDGE	
Essential	Desirable
An understanding of health & safety standards, emergency regulations.	Hold a management, pool maintenance, swimming tutor or other relevant qualification.
To hold a pool lifeguard qualification.	First Aid at Work qualification.
Worked in a swimming pool environment.	Knowledge of excellent customer care.
EXPERIENCE	
Essential	Desirable
Experience of working at swimming pools	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
	Experience of managing the work of others
APTITUDES AND SKILLS	
Able to lead and motivate others	
Good team player	
Enthusiastic and friendly with an aptitude for relating to and dealing with a wide range of people	
Able to use initiative to in resolve difficult situations	
Able to manage time effectively for self and others	
Reliable and flexible	
Able to work unsocial hours	
Able to respect the Christian ethos of the YMCA and uphold its values	

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Terms and Conditions of Employment

Salary

£10,004.80 per annum

Hours of Work

20 hours per week on a rota basis

Annual Leave

Commencing at 25 days per annum plus public holidays 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. Also required to wear staff badge, and where appropriate, supplied uniform.

Probation Period

Six months.

Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

Notice Period

One week during the probation 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; a staff discount in restaurants.