

Position Description

Position:	Senior Lifeguard
Group:	Community Services
Business Unit	Recreation Services
Responsible to:	Team Leader - Operations
Direct reports:	Full-time Lifeguards within Team, Part-time and casual rostered staff on shift

OUR PURPOSE:

WE'RE ONE TEAM // We work together to enhance the quality of life in Upper Hutt by providing leadership, support, and services to our community.

OUR VALUES:

WE'RE APPROACHABLE // We are respectful, honest and open with each other and our community.

PEOPLE MATTER // We operate with integrity, respecting diversity and each other's needs.

WE'RE COURAGEOUS // We're ambitious, speak up, and are accountable.

WE'RE ONE TEAM // We cooperate and engage with each other, share the workload, and recognise a job well done.

WE HAVE FUN // We embrace each day and take on each challenge with positivity and enthusiasm.

OUR GUIDING PRINCIPLES:

WE KEEP IT REAL // We are transparent, honest, and fair, and do what we say.

WE 'CAN DO' // We are proactive, creative, resourceful, and responsive.

WE WORK TOGETHER // We collaborate, communicate, and take pride in who we are and what we do.

WE ARE PEOPLE MINDED // We serve our community, customers, and each other, respecting diversity and culture.

POSITION SUMMARY:

The Senior Lifeguard will be responsible for but not limited to: the wellbeing and oversight of poolside staff and customers, water quality, leading staff training and development, ensuring adherence to all health and safety within the facility, and hazard identification. All performed to the required standards and level of satisfaction of the Team Leader - Operations.

In the absence of both the Team Leader - Operations, and Recreation Services Manager, the Senior Lifeguard - Poolside will be responsible for the facility and all poolside staff.

CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES:

1. Policies and Procedures.

- Comply with Council's Code of Conduct and Staff Manual including its policies and procedures at all times
- Ensure the implementation and compliance with Council's Code of Conduct and Policies and Procedures, within all areas of responsibility.

2. Customer and Community Relations:

- Present a positive image of Council at all times
- Ensure an efficient, courteous and professional service to customers at all times
- Promote a culture of understanding and exceeding customer expectations
- Positive relationships with internal and external stakeholders and suppliers are developed and maintained
- Ensure effective community consultation and communication strategies are implemented for service delivery and projects where appropriate
- Observe and promote the Council's Customer Service Charter

3. Information Management

- Champion high quality information management within your team and ensure that business documents and information managed by your team are made accessible for staff to use.
- Support and foster a culture that promotes good information management practices and ensure this is considered when designing systems and services.
- Ensure information management is integrated into your team's work processes, systems and services in line with our Information Management strategy, relevant policies and best practice.
- Champion and lead by example the use of our approved Electronic Document and Records Management System (SHED) within your team.

4. Continuous improvement and innovation

- Ensure the on-going evaluation and review of work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate
- Promote a culture of change and innovation by encouraging new ideas
- Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

5. Health and safety

- Monitor work practices to ensure all work is performed in accordance with requirements of Health and Safety policies, procedures and legislation and respond to identified risks in a timely manner
- Ensure that the system for the reporting and dealing with all incidents, hazards and risks within the facility is followed by all staff
- Ensure all incidents, hazards and risks are reported through to the Council OSH supervisor
- Ensure that all staff are properly trained in all relevant aspects of health and safety applicable to their role
- Ensure that contractors meet all requirements for Health and Safety and monitor for on-going compliance.

6. Teamwork

- Promote and maintain harmonious relationships in the workplace
- Ensure that all conflicts are managed properly and in a timely manner, with minimal disruption to Council activities
- Promote a culture that encourages and values the contribution of all staff to the achievement of Council's objectives.

7. Training and development

- Undertake both internal and external training identified as relevant to the role

- Ensure the delivery of relevant training for staff within all areas of responsibility is identified and delivered within budget.
- A staff training plan being in place by 30th September each year
- All training requests meeting the criteria as specified in the annual training plan are approved prior.

8. Leadership and Management.

- Direct reports are coached or developed to ensure expected performance targets are achieved
- Ensure adequate staff communication and performance monitoring practices are in place
- Formal and informal staff performance feedback processes being in place and followed
- Annual performance reviews of all staff are completed as per set out procedures
- Ensure Council Code of Conduct policies and processes are applied consistently and fairly with all employees and inappropriate behaviour is dealt with professionally and effectively.

9. Participate in Council's civil defence emergency response

- Participation in relevant emergency response training and duties as requested by the Chief Executive

10. Perform other duties as may be directed from time to time

- All duties must be carried out to the prescribed timeframes, systems, quality and standards and to the satisfaction of the Group Manager /Chief Executive.

SPECIFIC RESPONSIBILITIES AND PERFORMANCE MEASURES:

Bold text = responsibility

Bullet Point = associated performance measure(s)

1. Management of day to day poolside operations

- Assist in the delivery of programmes and events by providing the effective set up and take down of equipment used in programme provision at the facility
- Ensure the smooth operations of the entire facility and ensure all pool staff on duty are proactively lifeguarding at all times
- Proactively maintain a clean, hygienic well-presented facility taking personal responsibility for and pride in the work done to achieve this
- Carry out all cleaning and maintenance duties throughout the whole facility at the end of the shift, according to procedure and to meet specified standards, and ensure the facility is set up for the next shift.
- Ensure that all PoolSafe guidelines are always followed
- Targets are met in the annual surveys - achievement 95% in annual surveys for level of service and satisfactory customer feedback on quality of facility and lifeguard supervision.
- Achieve a 95% target responding "satisfied" or better to question on cleanliness and visual appeal of the facility in annual community survey.

2. Pool plant systems and water treatment

- Ensure plant checks are completed correctly and notify the Team Leader Operations or Recreation Services Manager immediately if there are any problems.
- Where possible and depending on experience and expertise, attempt to fix plant problems as they arise.
- Water tests are completed every two hours and necessary adjustments are made immediately to ensure water quality standards

3. Personnel Issues at H:OXtream

- Ensure poolside is adequately staffed at all times, in the most cost-effective manner
- Ensure poolside staff complete accurate timesheets in a timely manner.
- Assist with the recruitment and selection of all lifeguard staff in conjunction with the Team Leader Operations
- Carry out induction as requested by the Team Leader Operations for all new staff.

4. Management of Lifeguard staff

- Role model excellent customer service skills and performance in lifeguard duties and effectively lead a high performing lifeguard team
- Manage the day to day needs of a lifeguard team
- Assist in performance management of staff in line with UHCC Policies and procedures.
- Maintain high team morale
- Ensure that all staff are up to date with what is happening by passing on all required information

5. Public relations

- Always maintain a clean and tidy appearance. Uniforms must be worn and maintained at the standard set by the H2O Xtream Management.
- Ensure staff respond, always, in a pleasant, helpful and professional manner to all visitors to the facility and provide a friendly atmosphere encouraging visitors to want to return.
- All necessary actions are taken to ensure a high quality of service and aquatic experience is always delivered
- All complaints or requests for service are reported to the Team Leader Operations immediately and are responded to within two working days of the registering of the request
- Immediate action is taken to remedy the situation where the complaint affects public safety and is reported to the Assistant Manager immediately.

6. Supervise patrons using the facility

- Through effective supervision and education ensure customers use facility equipment, services and activities safely and that all guidelines of H2O Xtream are adhered to by all patrons.
- When conducting poolside duties ensure maximum attention is given to the users of the pool and that all safety measures as outlined in the staff manual are adhered to and carried out.
- Identify and respond to serious incidents and emergencies according to the H2O Xtream Operations Manual and utilise first aid, rescue and resuscitation techniques as the need arises.

7. Administration duties.

- Perform reception duties, including telephone and desk enquiries, bookings, and other administration duties as required.
- Ensure adequate ongoing training is received to remain up to date on the workings of reception.
- Ensure all necessary paperwork is completed in a timely fashion – e.g. Incident and accident reports, plant check sheets.
- Carry out any other administration tasks requested by the Assistant Manager and necessary in the effective management of the facility

8. Recreation Services Team member

- Contribute to the development and vision of H2O Xtream and Live the brand!
- Act in a leadership role within the Recreation Services staff structure
- Meet and liaise regularly with the Team Leader Operations and Lifeguard Team.
- Manage the on-going “one team” culture and availability of lifeguard staff to be involved with other areas of Recreation Services and Council.
- Attend and participate in team meetings and contribute constructively to discussion that promotes a positive work environment
- Actively commit to working as part of the team to ensure a co-operative & friendly work environment.

PERSON SPECIFICATION:

Qualifications/ Related Experience

- The knowledge and experience to ensure that the operation of the facility is carried out under the guidelines set out in the New Zealand Recommended Standard for Swimming Pool Supervision and NZS5826 Code of Practice for the Operation of Swimming Pools
- A current poolside lifeguard qualification
- A good working knowledge of NZS Standards relating to Swimming Pool Water Quality
- Have police clearance.
- Minimum of 2 years relevant experience in poolside supervision.

Technical Knowledge and Skills

- Good computer and administration skills, particularly using Microsoft office
- Be capable of conducting training and assessment of lifeguard staff
- Proven ability to plan, set objectives and meet deadlines

Personal Attributes

- Be capable of dealing with the public in a confident, calm and friendly manner and dealing with emergency situations
- Have the skills necessary to contribute to a positive team environment and be able to contribute to the vision of H₂O Xtream

Essential

- Be able to work all shifts of the roster – weekdays, weekends, day and late shifts.

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirement or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Signed:

Group Manager/ Manager

Date

Employee

Date