

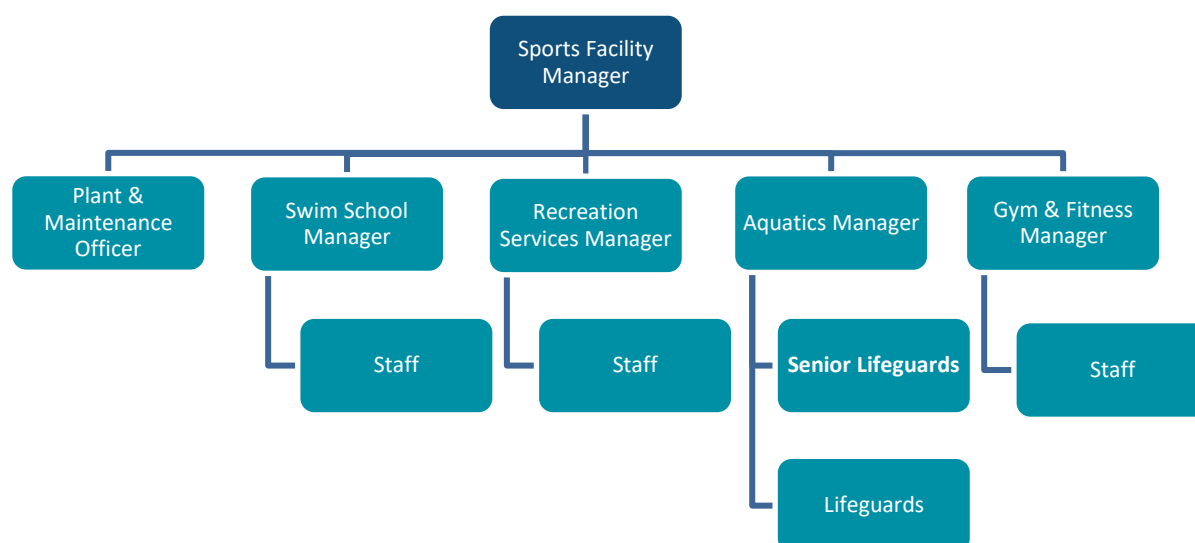
# Position Description

<b>Position Title:</b>	Senior Lifeguard
<b>Reports To:</b>	Aquatics Manager
<b>Team:</b>	Aquatics Team
<b>Group:</b>	Community Services
<b>Employment Type:</b>	Permanent, full time
<b>Date Modified:</b>	September 2022

## Purpose

To ensure the Aquatics area operates in accordance with established procedures and provides customers with a high quality experience.

## EANC Structure



# <sup>our</sup> Purpose and Values

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

WE  
DO what's  
*Right*



- ✓ 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

WE  
MAKE it  
*Happen*



- ✓ 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

WE  
RESPECT every  
*Voice*



- ✓ 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

WE  
WORK as  
*One*



- ✓ 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

## Key Accountabilities

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### Lifeguarding

- Maintain a high level of water fitness, competence in both wet and dry rescue techniques, pass monthly skills tests and hold a current Pool Lifeguard Practising Certificate.
- Hold a current first aid certificate and provide basic first aid assistance to staff and customers in need, in accordance with established procedures.
- Have control of the assigned pool area(s) being supervised and ensure all related rules and procedures are adhered to.
- Ensure agreed hygiene and cleanliness standards for spot cleaning of poolside facilities are achieved consistently.

### Aquatics Supervision

- Actively supervise aquatic facilities and activities, interacting with customers to impact positively on their behaviour, ensuring a safe environment is maintained.
- Supervise all Lifeguards on duty, ensuring that they follow all established procedures and meet all legislative standards, health & safety and service level standards.
- Create and manage a daily task rotation and break roster, ensuring all Lifeguard to pool ratios are being met, in accordance with established procedures.
- Carry out water testing according to established procedures, ensuring that water quality meets required standards and any anomalies are directed to the Plant and Maintenance Officer.
- Complete all administrative and end of shift requirements, including using Council's health & safety system (ERIC), customer or staff matters to inform the Aquatic Manager.
- Monitor plant and equipment to ensure they are operating effectively and report any concerns to the Plant Engineer
- Assist with the scheduling and facilitation of bi-monthly Lifeguard team training and fortnight skills and scenarios training, ensuring attendance records are maintained.
- Assist as required with the planning and operation of holiday programmes and events, including setting up equipment used in conjunction with such events, in a correct and safe manner.

### General

- Encourage a team culture where health & safety and high level of customer service and satisfaction are of paramount importance.
- Provide assistance in the stadium, reception and gym by providing cover and advice where necessary.
- Assist customers with information about the facility, including the layout, to enhance their experience and assist their decision making when purchasing goods or services.
- Ensure all customer concerns or complaints brought to your attention are acted upon appropriately.

### 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.

#### Self Confidence

- Conveys confidence through body language and communication style.
- Listens and considers other points of view, trusting own ability to respond appropriately.
- Aware of how behaviour is interpreted by others, and modifies appropriately.

#### Relationship Building

- Promotes understanding and compromise through diplomatic handling of conflict.
- Forges useful partnerships with people across business areas, functions and organisations.
- Builds trust through consistent actions, values, communication and minimising surprises.

#### 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.

#### Problem Solving

- Anticipates potential problems and pre-empts required actions.
- Continually liaises with key stakeholders to ensure full understanding of the issues.
- Evaluates implemented courses of action and makes adjustments as required.

### Specialist Expertise

New Zealand Pool Lifeguard Practising (PLPC) Certificated with 1 – 2 years (minimum)

Pool Lifeguard experience required.

Hold or be prepared to obtain a current First Aid Certificate.

Proven experience in the supervision of staff preferred.

### Agreement

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<b>Employee</b>	<i>Name</i>	<i>Sign</i>	<i>Date</i>
<b>Manager</b>	<i>Name</i>	<i>Sign</i>	<i>Date</i>

### Note

*Specific performance measures for this position will be discussed between the position holder and their manager through the performance development review process. From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.*