

Position Description

Position:	Lifeguard - Second in charge
Group:	Community Services
Business Unit:	Recreation Services
Responsible to:	Assistant Manager - Operations
Reporting staff:	Team leading duties as required

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 Lifeguard – Second in Charge will be responsible for poolside duties in a lifeguarding role, will contribute to the maintenance of the facility, and will provide assistance with the operation of the pool plant systems.

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
- Uphold the Council Values

2. Customer and Community Relations:

- Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times
- Work with other staff members to resolve customer queries and issues

3. Information Management

- Work collaboratively by ensuring all business documents and information are made accessible for staff to use.
- Manage and secure our knowledge and information as a key organisational asset in line with our Information Management strategy, relevant policies and best practice.
- Manage electronic documents and records using our approved Electronic Document and Records Management System (SHED).

4. Continuous improvement and innovation

- Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate
- Identify and propose additional business or service opportunities that enhance Council's existing capabilities

5. Health and safety

- Ensure all work is performed in accordance with the requirements of the Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor

6. Teamwork

- Actively contribute to the team by looking out for others, supporting and empowering them and celebrating the success of others
- Build successful workplace relationships by working cooperatively with others

7. Training and development

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

8. Participate in Council's civil defence emergency response

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

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

- All duties must be carried out to the satisfaction of the Manager

SPECIFIC RESPONSIBILITIES AND PERFORMANCE MEASURES:

Bold text = responsibility

Bullet Point = associated performance measure(s)

1. Maintain a high level of public relations

- Interact with all visitors to the facility and provide a friendly atmosphere encouraging visitors to want to return.
- Maintain a clean and tidy appearance at all times. Uniforms must be worn and maintained at the standard set by Management
- Respond, at all times, in a pleasant, helpful and timely manner to customers, co-workers, contractors and other business associates to ensure quality of service and maintenance of a professional image
- All complaints or requests for service are reported to the Recreation Services Manager 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 - Operations immediately
- 2. Supervise poolside duty staff on your roster (when required)**
 - Role model excellent poolside customer service skills and performance in lifeguard duties.
 - Ensure compliance with all H²O Xtream standards and procedures.
 - Be proactive in your role as supervisor to maximise individual and team performance.
 - 3. Supervise patrons using the facility**
 - Ensure 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 operations manual are adhered to and carried out.
 - 4. Contribute to a positive team environment**
 - Encourage fellow staff members to “live the brand” and to interact with customers.
 - Pass on all required information to ensure that all staff are up to date with what is happening.
 - Encourage all pool staff on duty to behave in a professional, safe and customer friendly manner at all times.
 - 5. H²O Xtream cleanliness and upkeep**
 - Assist in the caretaking, cleanliness and security of the facility and its surrounds.
 - Ensure the facility is clean at all times, by making regular checks through change rooms and around poolside.
 - 6. Plant operation and water treatment**
 - Assist in the operation and maintenance of the pool plant systems and water treatment.
 - Be proactive and take a lead in learning about the plant and water treatment within the facility.
 - 7. Physical fitness standards**
 - All lifeguards appointed are required to maintain a constant level of fitness to enable them at two yearly internals to revalidate their Pool Lifeguard Practicing Certificate.
 - As part of their Lifeguard qualifications, participants are required to swim 200m within 6 minutes. In order to maintain this level of fitness, and to reach optimum safety standards for H²O Xtream, lifeguards will be required to participate in regular physical fitness sessions provided by H²O Xtream management.

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