

Job Description – Lifeguard/Duty Assistant (unqualified)

GRADE & SALARY: HSV 2.2-2.4 (£16,948-£17,800) per annum plus Performance Related Pay

DEPARTMENT: Operations

RESPONSIBLE TO: Duty Manager

RESPONSIBLE FOR: None

JOB PURPOSE

The postholder will assist the Duty Management team with the efficient and effective day to day running of Hertfordshire Sports Village, in order to ensure the facilities are clean, safe and welcoming to customers and both facilities and services comply with relevant health and safety legalisation.

The post holder will demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

MAIN DUTIES AND RESPONSIBILITIES

Responsibilities and Accountabilities:		
Key Result Areas	Key Tasks	Key Performance Indicators & Measures
Service Delivery and Development	<p>Build rapport via face to face communication, in a positive manner with all our customers, upholding our values at all times and provide correct and up to date information.</p> <p>Prioritise the customer by keeping up-to-date with changes and developments across the centre to enhance knowledge and to enable the provision of correct information to customers at all times.</p> <p>Assist with the preparation and delivery of all bookings and events poolside, dry side and outdoors and ensure all aspects of student sport are delivered at the highest level possible to ensure service excellence.</p> <p>Responsible for clearly and quickly reporting any maintenance and cleaning issues to the appropriate Duty Manager and attend to the cleanliness of the building in particular 'spot cleaning' of the facilities.</p>	<ul style="list-style-type: none"> • Considerable knowledge of all areas of the Sports Village and College Lane sports activities as well as other areas of the campus. • Contribute positively to the development of the business through attendance at team meetings. • Identify areas of training for self or others, which will mutually benefit the business and individual. • Complete relevant health, safety and cleanliness checks, complete paperwork and act upon findings in

		<p>accordance with normal operating procedures.</p> <ul style="list-style-type: none"> • Keep up to date with changes and developments across the centre.
Service Excellence	<p>To embrace a Service Excellence mindset, demonstrating our values, standards and behaviours towards both colleagues and customers.</p> <p>To prioritise delivering an exceptional experience to every customer, every time.</p> <p>To adopt a positive mindset and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.</p>	<ul style="list-style-type: none"> • Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback.
Health & Safety	<p>Ensure all facilities are clean, safe and welcoming and comply with relevant health and safety legislation and guidelines at all times.</p> <p>Monitor and guide the activities of users to endeavour to improve experience by preventing injury, misuse and damage to facilities, equipment or other people.</p> <p>Attend training sessions as detailed in emergency and operating procedures.</p> <p>Carry out the supervision of the pool and all associated tasks in a professional manner including water quality tests and change in pool set-up as per emergency and operating procedures.</p>	<ul style="list-style-type: none"> • Sound knowledgeable of Health and Safety guidelines. • Essential qualifications up kept up to date (NPLQ and First Aid) through regular training and renewals in order to give trained assistance and direction to customers in difficulty and in accordance with relevant training.

OTHER TASKS

To contribute positively to the development of the wider UH Sport and Sports Village business.

Undertake any tasks or additional responsibility that the Duty Managers may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Lifeguard/Duty Assistant will report to the Duty Managers, who will provide regular informal meetings and supervision, annual appraisal and reviews. This post requires the post holder to work under their own initiative when on shift.

SUPERVISION GIVEN

Whilst on shift it is expected that the Lifeguard/Duty Assistant will provide assistance to casual staff / apprentices as appropriate.

CONTACTS

Internal - all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

External - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a full time position (1.0 FTE) consisting of 40 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and work as part of a shift rota, which will include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Qualifications

The National Pool Lifeguard Qualification (NPLQ) will be held at the Hertfordshire Sports Village. A Learning Agreement must be signed. This is an essential qualification for the job and failure to pass will result in the termination of your contract.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 22 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 23 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV 2.3-2.5 (dependent on experience) Plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance January 2019

review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties.

Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions.

The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities and Edenred child care vouchers. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

REHABILITATION OF OFFENDERS ACT

DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. An Enhanced Disclosure will be required and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Overseas applicants and UK applicants who have lived abroad

Successful applicants from overseas will be required to produce a criminal records check, or 'Certificate of Good Character', from any country in which they have been resident, consecutively or cumulatively, in the previous 10 years.

Personal Specification: Lifeguard/Duty Assistant

Key Result Areas	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • GCSE or equivalent industry specific qualifications including Maths and English. • Current First Aid at Work or the ability to achieve within 3 months. • Ability to achieve NPLQ within 3 months. 	<ul style="list-style-type: none"> • A level or equivalent industry specific qualification. • Coaching Qualification.
Experience	<ul style="list-style-type: none"> • Experience of working within a team. • Experience of delivering a service to customers. 	<ul style="list-style-type: none"> • Operational experience in the leisure industry. • Knowledge of procedures and risk assessments. • Event experience.
Skills & Abilities	<ul style="list-style-type: none"> • Achievement Focused – understands how individual and team performance produces results, and continually strives to deliver and exceed goals and objectives. Has a visible determination to contribute and achieve, and so adopts a proactive approach to work. Is a self-starter, and consistently maintains high levels of activity and productivity. Is able to bring drive, focus, and discipline into their role and inspire and energise others to behave similarly. Is passionate about the products and services. • Innovative – is able to think up fresh innovative ideas and solutions to improve business performance. Is able to seek out and explore new opportunities to improve ways of working, new products and services, and identify a range of solutions to think about how to achieve better results. Is creative in thinking, but realistic and presents commercially viable successes. • Communication and Influence – is able to communicate openly and effectively at all levels in the business, engaging others to understand what is being communicated. Drives two-way communication across their teams and wider colleagues, thereby enhancing working relationships. • Relationship Management & Team Work – is able to build effective working relationships at all levels with ease. Is approachable and flexible in style, and is respected by others. Is a team player, and a visible member of staff across the business. • Customer focused – is able to walk into the customers’ shoes, identify and be open to what can be improved • Attention to Detail – is accurate in approach to work, especially when working at pace or under pressure of work. • Excellent with IT packages and use within the leisure industry. • Ability to work flexible and unsociable hours. 	
Values	<ul style="list-style-type: none"> • Demonstrates our WELCOMES values at all times: Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First 	

