

Job Description

Post Title: Lifeguard/Duty Assistant (Senior DA & Duty Team Leader levels included)
Grade and Salary: HSV 3.8-5.15
Department: Operations
Responsible to: Duty Manager
Responsible for: Senior will be expected to manage and supervise the team on their shift.

MAIN PURPOSE OF THE JOB

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 legislation.

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, in-line with our WELCOMES values. This will be achieved through the implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

RESPONSIBILITIES AND DUTIES

Service Delivery and Development

Build rapport via face-to-face communication, in a professional and positive manner with all our customers and colleagues, upholding our WELCOMES values at all times and provide correct and up to date information.

Prioritise the customer by keeping up-to-date with changes and developments across the business to enhance knowledge to offer and provide correct information to customers at all times.

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.

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.

Service Excellence

To embrace a Service Excellence mindset, demonstrating our WELCOMES values, standards and behaviours towards both colleagues and customers.

To prioritise delivering an exceptional experience to every customer, every time.

To adopt a positive mindset and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.

Health and Safety

Ensure all facilities are clean, safe and welcoming and comply with relevant health and safety legislation and guidelines at all times.

Monitor and guide the activities of users to endeavour to improve experience by preventing injury, misuse and damage to facilities, equipment or other people.

Attend training sessions as detailed in emergency and operating procedures.

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.

Responsibilities & Accountabilities: HSV 4.12-4.13 (Senior Lifeguard/Duty Assistant)

Service Delivery and Development

Supervise teams across the operation to ensure all shift staff are upholding HSV WELCOMES values and staff are interacting in a positive manner with every customer.

To prioritise delivering an exceptional experience to every customer, every time.

Whilst on shift, proactively resolve any customer concerns promptly and efficiently, actively seeking feedback from guests and escalating where appropriate.

Aid service excellence by proactively looking ahead, not only preparing for your own shift but for the wider team and the next shift, highlighting and flagging issues in advance.

Liaise and build rapport with contracted catering, cleaning, maintenance and Facilities Management staff, monitoring the work of supporting agencies.

Team and Activity Management

Assist with the training of new, permanent and casual staff.

To provide administrative support to the Duty Manager with all administrative processes.

Support the Duty Manager and Duty Assistant rota with hours to support the busiest periods of the Sports Village.

Financial

When deputising as Duty Manager, carry out an end of shift cash up.

Ensure all monies are banked in accordance with procedures and variance investigations are completed when irregularities occur.

Proactively identify opportunities for additional income opportunities or efficiency savings.

Health and Safety
<p>When acting as Duty Manager, the post holder is responsible for the opening, closing and security of the building.</p> <p>Responsible for the safety of all customers, staff and contractors by dealing with any emergency situations through the agreed procedures.</p> <p>Inform the relevant staff of any concerns relating to the health & safety of the areas under their management in a timely manner.</p>
Responsibilities & Accountabilities: HSV 5.14-5.15 (Duty Team Leader)
Service Delivery and Development
<p>Manage teams across the operation to ensure all shift staff are upholding HSV WELCOMES values and staff are interacting in a positive manner with every customer.</p> <p>Keep up-to-date with changes and developments across the business to enhance team and post holder knowledge and to enable the provision of correct information to customers at all times.</p>
Team and Activity Management
<p>Assist the Duty Managers in the recruitment of permanent and casual staff, appointing staff in line with our WELCOMES values and ensuring they uphold a service excellence mindset.</p> <p>Assist the training team and Duty Manager in identifying and delivering any in house training to new and established (customer care, manual handling, NPLQ, Emergency and operation specific).</p> <p>Support the Duty Manager and Duty Assistant rota with hours constructed to match the busiest periods of the Sports Village.</p>
Financial
<p>Support the operations team with efficiency savings and income generation.</p>
Health and Safety
<p>Support with the review, implementation and staff training of the Normal Operating Procedures and Emergency Action Plans.</p>

OTHER TASKS

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

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

March 2026



STAFF SUPERVISION DUTIES (SENIOR/DUTY TEAM LEADER ROLE ONLY)

1. Supervisory oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion and progression, review of performance according to policies and procedures agreed by the University
2. Maintenance of records of staff development activities
3. Oversight and monitoring of staff workloads in order to ensure an equitable distribution of staff loadings across the staff group and the most effective use of staff resources
4. Ensuring talented staff in the groups are recognised, rewarded and retained so ensuring that suitable succession plans are in place
5. The visible commitment, management and maintenance of high standards of safety throughout their domain commensurate with current Health and Safety legislation and with the University's Health and Safety policy
6. Identify achievable equality goals

SUPERVISION RECEIVED

The Lifeguard/Duty Assistant will report to the Duty Manager who will provide regular 1:1 meetings and supervision, annual appraisal and 6-month reviews. The level of 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. Whilst acting as Duty Manager, the Lifeguard/Duty Assistant will be expected to manage and supervise the team on their shift.

RESPONSIBILITY FOR BUDGETS

N/A

RELATIONSHIPS/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.

March 2026



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 37.5 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary, support the staff on shift, at times offering cover, which may 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.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 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 24 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: HSV3.8-5.15 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 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

Appointments confirmed at HSV4.12 and above will be dependent on significant and demonstrable skills and experience which align with the desirable criteria accompanied by the additional accountabilities and responsibilities stated. There will be the ability to move up through the salary grades as knowledge and experience grows within the role and agreed set criteria met. This will be monitored through regular one to one and appraisal meetings.

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.

March 2026



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. 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 Barring Service 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 who have lived outside the UK, for 12 months or more (whether continuously or in total), in the last 10 years, will be required to produce a 'Certificate of Good Character/Conduct' from each of those countries.

This document outlines the duties required, for the time being, of the post entitled Lifeguard/Duty Assistant to indicate the level of responsibility. It is not intended to be a comprehensive or inclusive list and the Duty Manager may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION

Post Title: Lifeguard/Duty Assistant

QUALIFICATIONS & MEMBERSHIPS

*Essential /
Desirable*

Current and up to date NPLQ or the ability to achieve in the first 3-6 months (internal training provided)	Essential
Minimum of GCSE or equivalent qualifications including Maths and English Grade D/3 or above.	Essential
A level or equivalent industry specific qualification.	Desirable
Coaching Qualification (e.g. Level 1 Swimming)	Desirable
Current First Aid at Work	Desirable
Additional desirable at Senior level: RLSS Trainer Assessor. First Aid at Work Instructor. Pool plant qualification. Coaching qualification.	Desirable

EXPERIENCE

Previous experience of working within a customer facing role.	Essential
Experience of working within a Wet and Dry sport / leisure centre.	Desirable
Operational experience in the leisure industry.	Desirable
Knowledge of Health & Safety legislation and good practice	Desirable
Additional desirable at Senior level: Supervisory operational experience in a 'wet and dry' sports facility. Experience of writing and implementing procedures and risk assessments. Experience of delivering staff training.	Desirable

KNOWLEDGE AND ABILITY

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.	Essential
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.	Essential
Communication and Influence – is able to communicate openly and effectively at all levels in the business, engaging others to understand what is being	Essential

March 2026



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.	Essential
Customer focused – is able to walk into the customers’ shoes, identify and be open to what can be improved. Ability to deliver exceptional customer service.	Essential
Attention to Detail – is accurate in approach to work, especially when working at pace or under pressure of work.	Essential

BEHAVIOURS AND ATTRIBUTES

Excellent with IT packages and use within the leisure industry	Essential
Ability to work flexible and unsociable hours.	Essential
Have energy and be motivated	Essential

Our Values

Always demonstrates our WELCOMES values:

- W**elcoming
- E**xtra Mile
- L**eadership
- C**onsistency
- O**pen & Honest
- M**emorable
- E**nthusiastic About Continuous Improvement
- S**port First