

POSITION DETAILS

TITLE	Lifeguard - Murupara
REPORTS TO	Manager Aquatics and Recreation
LOCATION	Murupara Aquatic Centre, Pine Drive, Murupara
DATE	September 2022
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION

As a member of a team of lifeguards the purpose of this role is to:

- To provide a safe and hygienic environment for the enjoyment of customers through compliance with current NZ standards and relevant requirements for the facility
- To maintain high standards of facility presentation, cleanliness and water quality
- To deliver consistently high levels of customer services to ensure that the facilities reputation for excellence is established, maintained and enhanced

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interests of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
LIFEGUARD & POOL MANAGEMENT	<p>Patrol and guard the pools and patrons as appropriate for conditions and in accordance with standard operating manual</p> <p>Anticipate and prevent accidents by controlling, directing and influencing safe behaviour by facility users</p> <p>Take reasonable steps to prevent harassment or intimidation of patrons by other patrons</p> <p>Treat, report and record instances of injury or instances where serious risk of injury existed</p> <p>Follow all safety instructions, wear appropriate protective/safety clothing and conform with all Health & Safety procedures</p>

<p>CUSTOMER SERVICE & RELATIONSHIP MANAGEMENT</p>	<p>Maximise public enjoyment of the aquatic facilities by providing friendly and helpful manner, greeting customers with a smile and treating all customers of all ages with respect and encouraging ongoing facility use</p> <p>Provide information for customers to assist them in their orientation and use of services and activities</p> <p>Participation in programmes or special events when require</p> <p>To participate in and contribute towards regular training and practice of essential pool skills</p> <p>Provide reception cover as and when required</p>
<p>ENVIRONMENT MANAGEMENT</p>	<p>Assist with cleaning duties to ensure amenities i.e. toilets, are clean and hygienic.</p> <p>Undertake regular checking, recording and adjustment (if necessary) of pool water temperature in all pools as per standard operational procedures</p> <p>Test, record and adjust (if necessary) pool water quality including chlorine level, pH and alkalinity, all pools as per the facilities Normal Operating Procedure</p> <p>Ensure all pool surrounds, amenities and grounds are clean and free of litter</p> <p>Take appropriate steps to protect public and Council property</p> <p>Report any dysfunction, damage or maintenance required to the Pools Supervisor or take steps to remedy the matter if appropriate</p>

<p>CORPORATE CONTRIBUTION</p>	<p>Be a team player relative to support for, adherence to, and compliance with Council’s governance and corporate plans, policies and strategies, management plans, policy and procedure manuals, strategic and business plans</p> <p>Show support for organisation development initiatives e.g. customer focus improvement, culture change</p> <p>Participate and contribute to corporate projects and inter-departmental initiatives as agreed</p> <p>Participate in Performance Development process</p> <p>Fulfil required H&S tasks/responsibilities</p> <p>Fulfil required emergency management contribution</p> <p>Fulfil administration-reporting requirements (eg. timesheets, vouchers, reporting)</p> <p>Ensures proper care of company plant and equipment</p> <p>Showing punctuality, reliability, respect and professionalism with all work related dealings</p> <p>Corporate records are captured into Council’s official document management system</p>
<p>HEALTH, SAFETY AND WELLBEING</p>	<p>Council’s documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Appropriate protective / safety clothing is worn as required.</p> <p>All work-related hazards, incidents and accidents are accurately reported and any follow up corrective actions are implemented.</p> <p>Support is provided, as required, to the Senior Health, Safety & Wellbeing Advisor to complete internal audits, assessments and investigations.</p> <p>Health and Safety training is regularly attended and certification, as required, is current.</p> <p>Active worker participation and engagement in Council’s health, safety and wellbeing practices and projects.</p>
<p>ADDITIONAL DUTIES</p>	<p>Attend relevant training as required to ensure all qualifications to meet regulations required for delivery of the role are obtained.</p> <p>Assist with Emergency events as instructed</p> <p>Complete duties that may be required, as appropriate, to ensure completion of priority work.</p>

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Contractors ▪ General Public ▪ Operational suppliers ▪ Other customers and key stakeholders, as appropriate 	<ul style="list-style-type: none"> ▪ Council elected members ▪ All staff

PERSON SPECIFICATION

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIP	<p>NZ Pool Lifeguard Award</p> <p>Current First Aid Certificate</p> <p>Water Treatment Certificate.</p>
HEALTH AND EXPERIENCE	<p>Competent swimmer – able to swim 200m freestyle in under 6 minutes, confidently and without stopping</p> <p>While wearing a supplied trainee lifeguard uniform per the following: swim 50m breast-stroke, swim 25m side-stroke, retrieve an object from the bottom of the deepest part of the pool (minimum depth of 1.2m), tread water for 5 minutes.</p> <p>Pool lifeguarding experience</p> <p>Demonstrated previous experience in Local Government, customer service and Aquatic & Recreation positions.</p> <p>Demonstrated understanding of Aquatic & Recreation environments and the importance of strong customer service standards to all stakeholders.</p> <p>Physically fitness with no current or previous medical conditions which would impact on the ability to effectively and efficiently perform the duties described in this job description.</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>High attention to detail, excellent time management, process focussed with strong emphasis on accuracy and continuous improvement.</p> <p>Able to drive and influence decisions confidently with highly developed interpersonal and communication skills, respects others and maintains confidentiality, strong team player, flexible and willing to support others.</p> <p>Solution focused, shows initiative and inspires commitment to achieve outcomes, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>Excellent decision making and problem-solving ability, can confidently analyse and apply key information with good judgement and takes accountability.</p>

OVERALL	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Is willing to work overtime and weekends should this be required.</p> <p>Full current drivers licence.</p> <p>No Police record as per Vulnerable Children’s Act 2014</p>
----------------	--

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date

Manager signature

Date