



Position Description – Lifeguard

This position reports to: Aquatic Operations Lead

Career Level: 7

Position purpose:

- Supervise the pool environment and provide high quality and effective supervision of the Selwyn Aquatic Centre to meet health & safety requirements and ensure the safety of customers.
- Respond to emergencies.
- Maintain facilities with a clean, enjoyable and safe aquatic environment.
- Achieve a high level of customer satisfaction through positive and collaborative relationships with pool users.

The key areas of responsibility include:

- **Supervision of pool:** The pool environment is continuously scanned to ensure concentrated observation occurs of swimming pool water, its immediate surroundings and pool users to ensure the health and safety of all pool users; All customers feel safe and use facility equipment and services and undertake activities safely Proactive actions are taken to prevent/reduce accidents and incidents; All policies and procedures are followed at all times by pool users; The behaviour of pool users and spectators is appropriately managed; First aid is administered appropriately and aquatic rescues are undertaken effectively and efficiently; Any evacuations are executed in a timely and efficient manner.
- **Operational Activities:** Day to day ongoing checks and tasks are undertaken as required; Pool water quality tests are carried out and results are recorded in compliance with NZS,5826:2010; pool water quality meets the requirements of this standard; Minor repairs are carried out with minimal / no inconvenience to customers; The facility is always kept clean and tidy; cleaning is carried out in accordance with cleaning schedule.
- **Customer Service:** Pool users are communicated with in a helpful, friendly and professional manner in accordance with standards of excellent customer service, including awareness and respect for those with cultural differences, disabilities or special requirements; Issues are identified in a proactive manner and dealt with effectively Complaints are dealt with effectively, using an information gathering and problem solving approach, a fair and respectful manner, and the manager is advised of the issues and steps taken towards resolution; Management are alerted to urgent or important matters, Customer feedback is consistently positive and the community has a positive impression of the Selwyn Aquatic Centre / Community Pools
- **Other Duties as required:** Undertake duties that are within the scope of the role and may be assigned from time to time.

Direct reports: Nil

Indirect reports: Nil

Deliverables

- Big Picture**
- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required.
 - Stay up to date with legislation and practices as appropriate to role.
 - Understand the intent/ethos of local government and the services provided by other parts of the Council.
 - Stay informed of organisational activities and decisions through being attentive to communications.
 - Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

- Performance**
- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently.
 - Report on progress to plan, and against own KPIs.
 - Take an active role in own goal setting, learning and development.
 - Correctly and appropriately use technology as required for role, including new technologies.
 - Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
 - Comply with all legislation and Council policies.
 - Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
 - Set a positive example for punctuality, attendance, and work ethic

- People & Culture**
- Act in ways that align with and promote Council values.
 - Be a positive and constructive team member.
 - Collaborate on cross team/discipline projects and teams as required.
 - Constructively and successfully adapt to changes.
 - Take positive actions to keep self and others physically and psychologically safe and well
 - Attend, be prepared for and engage constructively in all meetings.
 - Deliver exceptional customer service consistently (make every interaction count)
 - Build effective, sustainable relationships at all levels.
 - Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

- Requirements for all staff**
- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
 - Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
 - Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
 - Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
 - Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

- Emergency Management requirements for all Council Staff**
- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
 - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
 - Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Demonstrate commitment and ability to provide excellent customer service. • Demonstrate ability to work within a team, including behaving in accordance with the Operating Procedures • Excellent problem solving and communication skills including the ability to act professionally and deal assertively and effectively with issues arising 	<ul style="list-style-type: none"> • Knowledge of NZS 5826:2010 • Knowledge of recreational facility processes and procedures including Health and Safety, Normal Operating Procedures and Emergency Action Plans

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga Te Ngāi Tūāhuriri Rūnanga Council customers Selwyn residents External contractors Territorial and Regional Authorities Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC) Greater Christchurch Partnership Non-government agencies Unions – Public Service Association	Chief Executive Executive Leadership Team Council staff Mayor Elected Councillors Elected Community Board Members	Committees of Council Business organisations and networks Special interest groups and committees

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined, and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> • Current comprehensive first aid certificate* • Pool Lifeguard Practicing Certificate • Competent swimmer capable of passing the swim test defined by Te Mahi Ako; <i>*if the job holder is appointed without this, it is a requirement that it is achieved within 3 months of employment and maintained throughout employment]</i> 	<p>NZC Aquatics Level 3 (pool Lifeguard)</p>

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.