



## Position Description – Senior Lifeguard

**This position reports to:** Aquatic Operations Lead

**Career Level: 11**

**Direct reports:** Nil

**Indirect reports:** Nil

### Position purpose:

- Ensure the lifeguard team is meeting and exceeding customer expectations as well as ensuring that a safe, clean, and enjoyable recreation environment is provided to all customers.
- To supervise the lifeguard team on a day-to-day basis to ensure a high quality and effective service is provided that is responsive to the community and council needs with a focus on continuous improvement.

### The key areas of responsibility include:

#### Senior Lifeguard:

- Actively supervise the aquatic facility and activities with patrons to impact positively on their behaviour, whilst ensuring a safe environment is maintained at all times.
- Assist as required with the planning and operation of holiday programmes and events that may be held from time to time. Includes setting up equipment used in conjunction with such events in a correct and safe manner.
- Assist with the training of lifeguards and scheduling monthly training plans for lifeguards, ensuring record keeping is maintained.
- Ensure that the highest legislative standards are maintained at all times of operation by actively monitoring and ensuring all areas of operation including but not limited to pool supervision, water quality and health and safety.
- Ensure personal safety of staff and all customers using the pool facilities, to meet Health and Safety legislative requirements.

#### Customer Satisfaction:

- Model excellence in customer services to poolside staff.
- Customer needs and requirements are identified correctly, and services meet or exceed their expectations.
- Prospective users/customers are provided with quality information on services provided within the facility.
- Customer feedback indicates that a high standard of customer service is provided by Lifeguards in relation to customer enjoyment and safety.
- Issues and complaints are actively managed and resolved quickly and effectively. Accurate and timely information is provided to customers.

#### Coordinate, Lead and Supervise:

- Staff service delivery meets the set requirements of the Aquatics Centre and SDC.
- Poolside staff attendance and operations meet the set requirements of all relevant legislation.

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- Staff have a clear understanding of the role of the Districts' Aquatic Centres and their development as a 'Recreation Hub' within the range of activities and services provided by the Council.
- All functions of the Aquatics team are managed in an effective and efficient manner and is in line with standard operating procedures.
- All reports are completed accurately and in a timely manner. Staff timesheets are delivered accurately and on time in accordance with specified criteria.
- Daily shift rosters are managed effectively, and all problems are resolved pro-actively.
- A team approach for the delivery of services, outcomes and outputs is developed and maintained.
- Comprehensive implementation of the Aquatics and Recreation Business Plans are achieved.
- High quality service is delivered and opportunities for continuous improvements are monitored.
- Appropriate staff is recruited to perform in line with the Aquatics value and operating principles.
- Equipment is utilised and cared for as per set standards.
- Effective communication exists between the Poolside Team Leader and the Operations Supervisor.

### **Water Quality**

- Direct, check, monitor and/or complete regular water testing as per set standards, so all water quality is within New Zealand Standards 5826:2000 parameters.
- Attend regular training sessions offered by the operations staff to maintain knowledge and skill levels regarding plant, equipment, and water quality standards.
- The agreed hygiene and cleanliness standards for a clean and hygienic aquatic facility are achieved consistently. Appropriate hygiene and cleaning methods are applied.
- Check plant room on a daily basis as directed by the Aquatics Operations Manager.
- Efficient and effective plant room operations are maintained.
- All damage or maintenance is reported and acted upon.

### **Other Duties as required:**

- Undertake duties that are within the broad scope of the role and may be assigned from time to time.

### **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.
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- 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

- 2 years aquatics/recreation experience
- 2 years in front facing customer centric roles

### Desirable

- Supervision experience · Pool plant room experience · Training and assessing

## Key relationships

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

## 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

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- Advanced supervisory skills
  - Level 2 1st aid
  - Pool Lifeguard Practicing Certificate
  - SELO
- Water treatment Unit standard 20046 Chemical handler Advanced Water treatment and operations Workplace assessor

*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.*