

Position Description

Position Title:	Senior Lifeguard
Reports To:	Team Leader – Aquatic Operations
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Aquatic Services
Children’s Worker:	Yes (Core)
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To supervise users of the facility to ensure their experience is safe and enjoyable, and assist the Supervisor in implementing the daily programme. Assist with overseeing Lifeguards, and communicating tasks delegated by the Supervisor, and ensuring they are supported to carry out their assigned duties to a satisfactory level. You will also contribute to ensuring the facility is kept to a high level of cleanliness and tidy presentation, providing a high level of overall customer satisfaction, safety and value for money.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Supervision of Pool

- Supervise our pool users, using available areas and rotations to provide constant supervision of our facilities.
- Work with the Supervisor to action staff rotations as instructed, ensuring pool supervision meets Pool Safe standards and other industry best practice or guidelines.
- Respond to all accidents and incidents safely and effectively, and reporting these promptly.
- Respond to customer enquiries or complaints fairly, and taking available action to remedy concerns, or escalate to Supervisor or Aquatic Operations Team Leader where required.
- Support the Supervisor to provide effective supervision of Lifeguards, and ensuring delegated work tasks are communicated as directed by the Supervisor.
- Uphold our Pool Rules by communicating with pool users where necessary to align their actions or behaviours to our rules, setting an example for other poolside staff to do the same.
- Ensure compliance with our under five / under seven guidelines, to ensure the safety of young children using our facility.
- Concerns relating to the performance of team members are raised promptly with the Supervisor or Aquatic Operations Team Leader so that this can be addressed appropriately.

Facility Activities and Operations

- Participate in the delivery of safe and effective aquatic operations, including the daily programme.
- Support the Supervisor taking sole charge of any incident response or complaint, and assist with available remedial action in absence of management under the direction of the Supervisor.
- Action the setup of the pool spaces to ensure the appropriate setup for the activities or programmes for the day, according to the day sheet provided by the Team Leader – Aquatic Operations.
- Implement any day-to-day changes required to pool activities in the daily programme as directed by the Supervisor.
- Clean or tidy areas where required to ensure pools, pool surrounds, seating, dressing rooms, toilets, showers, staff room and store rooms are clean and tidy to a satisfactory level.
- Respond to contamination incidents promptly, efficiently and effectively in accordance with pools procedures and policies.
- Complete pool water testing regularly according to procedures and NZS5826:2010 standards.
- Report any unusual or unexpected water testing results to the Facilities Maintenance Technician where necessary.
- Contribute to the continuous improvement of pools processes and procedures in relation to pools activities and operations for the improved safety and enjoyment of our customers.

Lifeguard Supervision and Delegation *(when working Supervisor shift)*

- Ensure the effective supervision of Senior Lifeguards and Lifeguards to ensure they feel well supported and guidance is provided.
- Effectively delegate work tasks to Senior Lifeguards or Lifeguards as required.
- Resolve problems of a routine nature sensibly and based on experience, and if no resolution is found escalate to management.
- Model appropriate behaviour and recognise and acknowledge the efforts of others supporting the development of other Lifeguards.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

National lifeguard award (Level 3)
Pool Lifeguard Practising Certificate
First Aid Certificate

Knowledge, Skills and Experience

Essential:

Competent and confident swimmer and, on an ongoing basis, able to maintain at the National Lifeguard Award (Level 3)

Desirable:

Proven Lifeguarding experience
Experience in supervision of staff
Ability to teach others
Demonstrated experience in customer relations and communication skills

Agreement

Employee

_____ Name	_____ Sign	_____ Date
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Manager

_____ Name	_____ Sign	_____ Date
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Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.