



Casual Lifeguard

Pay Band B

£8.45 Per Hour

Job reference: V48

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Dear Applicant

Post of Casual Lifeguard

Thank you for your enquiry about the post at Volair Ltd.

Please find enclosed further details about the post and an application form for you to complete and return to hr@volair.org.uk

Volair Ltd places great importance on maintaining high levels of attendance at work and all Directorates operate under well-established guidelines to monitor and control absence. If you are successful at interview, Volair Ltd will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last three years.

If you require any assistance during the selection process due to a disability, please contact me as soon as possible on telephone number 0151 443 4160. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that Volair Ltd will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

I look forward to receiving your application and thank you for your interest in this post.

Yours faithfully

Clare Kerr

Clare Kerr
HR, Pensions and Payroll Administrative Officer



Our shared vision - to make Knowsley: ***The Borough of Choice***

"We want Knowsley to have a sustainable and diverse population with successful townships that provide a sense of place and community."

CORE VALUES:			
Act with integrity	Being accountable	Openness and transparency	Respect for people
<ul style="list-style-type: none">▪ Demonstrates honesty, reliability and trustworthiness▪ Does the 'right' thing▪ Demonstrates consistency▪ Acts according to a consistent set of morals, values and principles at all times	<ul style="list-style-type: none">▪ Acknowledges and assumes responsibility for actions and decisions▪ Takes ownership and responsibility for resulting consequences and does not seek to apportion blame on others	<ul style="list-style-type: none">▪ Makes decisions in an open and transparent manner▪ Shares information whenever possible▪ Explains when information can't be shared▪ Is open to new ideas and new ways of working	<ul style="list-style-type: none">▪ Champions equality and diversity with all people at all levels▪ Treats people in the way they would like to be treated▪ Values people and their contributions▪ Shows consideration for others through thought and action



JOB DESCRIPTION	
JOB TITLE	Lifeguard
GRADE	Pay Band B (Inclusive of all weekend, out of hours, evening and Bank Holiday working to suit the needs of the business)
DIRECTORATE	Volair LTD
SECTION/TEAM	Leisure
ACCOUNTABLE TO	Assistant Facility Managers
PLACE OF WORK	A base will be allocated however the post holder is expected to work in any Volair facilities or other partnership working agencies.
RESPONSIBLE FOR	Centre users and visitors
DATE REVIEWED	29 th April 2016

Purpose of the job

1. To assist and support the Volair team to ensure the effective and efficient management of the Leisure Services.
2. To ensure the centre is run in a smooth and efficient manner and to maintain safe and hygienic conditions during the period of duty.
3. To ensure that customers have a safe and enjoyable experience and that standard of service meets with their expectations and those of the company
4. To support in the delivery of all commercial KPI's and make a valuable contribution to the Volair **Scorecard** maintaining up to date knowledge of key strategies set by the Active Management team

Duties and responsibilities

1. To assist the centre to meet its performance targets/outcomes with a key focus on customer service.



2. Ensure cleanliness and tidiness of facilities, in accordance with laid down schedules, via routine patrolling of all areas of the centre, advising management of any problem areas.
3. To work in partnership with other council departments, private voluntary groups and other outside organisations/partnership agencies.
4. To act in a manner that is credible, professional and promotes Volair Ltd in a positive manner, adhering to its policies and culture.
5. To maintain a high standard of dress and hygiene with supplied corporate uniform and name badge to be worn at all times.
6. Preparation of activity areas in accordance with the programme.
7. Provide day-to-day operational cover for specified positions as and when required including assistance to the coaching programme and café, providing suitable training has been given.
8. Become part of the centres sales culture ensuring that all opportunities are provided to customers to become members and or regular users of the service.
9. Supervision, control and safety of the public within the facility.
10. Handle customer enquiries and or queries and ensuring customers comply with centre regulations and any statutory requirements.
11. Provides emergency care and treatment as required until the arrival of emergency medical services.

12. To ensure the satisfaction of customers at all times
13. To act up in the absence of the Shift Leader if required.
14. Maintain a thorough knowledge of the centres Health and Safety policies and Operations Procedures. (PSOP)
15. Attend regular meetings as part of the sites general communication structure
16. To attend ongoing training as specified by the management team and ensure that continuous professional development (CPD) is achieved in line with industry best practice and management policies.



17. To ensure essential qualifications are kept valid and required training sessions are attended to achieve this.

Other

1. Duties will be carried out for tasks up to and including those in the same grade, provided such duties are within the competence of the employee.
2. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
3. To work pro-actively towards creating a positive environment to work embracing Volair's commitment to Equality and Diversity.

Health and Safety

1. All duties must be carried out to comply with:
 - a) The Health and Safety at work act
 - b) Acts of Parliament, Statutory Instruments and Regulations and other legal requirements.
 - c) Nationally agreed Codes of Practice which are relevant.
2. Manage Health and Safety in relation to all Volair Leisure facilities.
3. Ensure that all leisure centre equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

	<i>Review Arrangements</i>
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The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual roles will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Volair Ltd will expect to revise this job description from time to time and will consult with the post holder at the appropriate time



Person specification			
Post title	Lifeguard	Grade	Pay Band B (Inclusive of all weekend, out of hours, evening and Bank Holiday working to suit the needs of the business)
Section/team	Volair Ltd		

Criteria	Essential requirements	* M.O.A
Skills, knowledge, experience etc		
1	Demonstrate adequate experience, ideally in a Sport and Leisure environment.	A/I/P
2	Experience of people management and developing a commercial performance driven culture including meeting targets.	A/I/P
3	Experience in maintaining and development of a Leisure facility	A/I/P
4	A passion for customer service	A/I
5	Ability meet its performance targets/outcomes with a key focus on customer service	A/I
6	To support in the delivery of all commercial KPI's and make a valuable contribution to the Volair Scorecard maintaining up to date knowledge of key strategies set by the Active Management team	A/I
7	To ensure that customers have a safe and enjoyable experience and that standard of service meets with their expectations and those of the company	A/I
8	To ensure the centre is run in a smooth and efficient manner and to maintain safe and hygienic conditions during the period of duty.	A/I/P
9	To assist and support the Volair Leisure team to ensure the effective and efficient management of the Active Leisure Services.	A/IP
Qualifications		
10	NPLQ	A/P/C
11	<i>To attend ongoing training as specified by the management team and ensure that continuous</i>	



	<i>professional development (CPD) is achieved in line with industry best practice and management policies.</i>	
Health and safety		
12	Ability to use equipment as instructed and trained	A/I
13	Ability to inform management of any health and safety issues which could place individuals in danger	A/I
14	Ability to operate and ensure customers safety at all times	A/I
Personal attributes and circumstances		
15	Ability to make decisions using analysis and judgement	A/I/P
16	Commitment to continual professional development	A/I
17	Ability to work evening, weekends and Bank Holidays as required.	A/I
18	Knowledge of Health and Safety issues and procedures.	A/I

***Method of assessment (*M.O.A)**

A = Application form

C = Certificate

P = Presentation

T = Test

E = Exercise

I = Interview

AC = Assessment centre

Date	Approved by authorised manager	Designation

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline



Conditions of Service

Post	Casual Lifeguard
Employment status	Casual
Grade	Pay Band B
General	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
Salary	£8.45 per hour
Leave Entitlement	13% holiday pay
Hours	As and when required
Medical	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
Training	Volair Ltd encourages training and development for all employees.
Pension	If eligible you will be automatically enrolled into the NEST Pension Scheme