

Henleaze Swimming Club - Job Description

Job Title:	Superintendent (lifeguard)
Place Of Work:	Henleaze Swimming Club, Lake Road, Henleaze, Bristol BS10 5HG.
Accountable to:	General Manager, Deputy General Manager and Lead Superintendent.
Responsible for:	Not Applicable.
Hours of Work:	A mixture of morning, afternoon and weekend shifts. Weekly hours to be worked as agreed in a 6-week rota for the summer and a winter rotas (if applicable). Flexibility will be required as the workload may differ due to weather variations and Lake events, evening and weekend working will be required.
Contract Terms	Zero hour fixed term contract running 27 th April 2024 – 29 th September 2024 for the summer season. October 2024 to April 2025 for the winter season, should you be working.
Roles & Responsibilities:	See details below.
Rates of Pay:	Age 18 to 20 £9.54 per hour (£11.92 weekends and bank holidays) Age 21 and over £12.70 per hour (£15.87 weekends and bank holidays) The above rates of pay include an allowance for holiday pay.
Holiday Pay:	Not less than the statutory minimum. An allowance to cover holiday pay is included in the hourly rate.
Sick Pay:	Paid in line with the SSP rules & qualification.
Pension:	Automatic enrolment in a company stakeholder pension with Nest. Statutory employer contributions.

Description of role and responsibilities

Lake Management

- Help to prepare the Lake for opening; ensuring all buildings are open and clean and that all safety equipment is put out.
- Clean of all areas used by members (changing rooms, toilets, showers and Club house), and ensuring that these are appropriately stocked.
- Ensure that all members and their guests are admitted to the Lake in accordance with current instructions as set out in the staff manual and Club rules.
- Ensure the safe monitoring of the swimmers and swimming area taking appropriate responsibility for the Health and Safety of members and their guests.
- Ensure that Health and Safety procedures are followed, as set down in Normal Operating Procedures (NOP).
- Ensure swimming tests for new members and junior guests are carried out correctly.
- Ensure that proper standards of work are maintained to ensure a good standard of service is always provided to members.
- Ensure all matters of immediate concern are brought to the attention of the shift Lead.
- Clear the Lake of members before closing, putting all safety equipment away and locking all building and the front gate.

Health & Safety

- To have a good knowledge of the Club rules, by laws, policies and procedures and always apply these.
- Ensure that procedures are followed, as set down in the Club's Staff Manual.
- To be up to date with all in house and online training requirements.
- To attend monthly training sessions.

Communication

- Communicate with members and their guests in a polite and effective manner.
- Deal efficiently with enquiries from prospective members, and members of the public.
- Resolve or report any issues, complaints that arise, this may include member behaviour, damage to equipment etc.
- Reply to emails or communications from the operation team in a timely manner.

Key Skills & Competencies

- Experience of working as a lifeguard, either in a pool or open water environment.
- Have an in date NPLQ or Open Water Lifeguard qualification.
- Ability to work both under direction and on own initiative within Club policies and rules.
- A confident communicator and work effectively within a team environment.

Henleaze Swimming Club is an Equal Opportunity Employer and is committed to promoting equality and diversity in the workplace. Henleaze Swimming Club promotes diversity and inclusion, and we encourage applications from all sections of the community.

Henleaze Swimming Club March 2024