

Henleaze Swimming Club – Lead Lifeguard Job Description

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| Job Title: | Lead Lifeguard |
| Place of Work: | Henleaze Swimming Club, Henleaze Lake, Lake Road, Henleaze, Bristol BS10 |
| Accountable to: | General Manager and Deputy General Manager |
| Responsible for: | Lifeguards on shift |
| 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 rota (if applicable). Flexibility will be required as the workload may differ due to weather variations and Lake events. Some evening and weekend working will be required. |
| Contract Terms | Zero-hour fixed term contract running to 31st October 2026 for the summer season and will run through to end of April 2027 for the winter season, should you be working. |
| Roles and responsibilities | See below |
| Rate of Pay: | £15.63 per hour during the week, £19.56 weekends, bank holidays and early morning Fridays) The above rates of pay include 12.07% allowance for holiday pay. |
| Sick Pay: | Paid in line with SSP rules & qualification. |
| Pension: | Automatic enrolment in a company stakeholder pension with Nest if age 22 and over. 3% Statutory employer contributions of qualifying earnings. |

Description of duties and responsibilities

Staff Management

- Managing and directing a team of lifeguards, ranging in age, number and experience.
- Working with other Leads in with the induction and training of new lifeguards.
- Effectively coaching and supporting lifeguards, identifying any training needs and escalating where appropriate, managing performance with the support of the operations team.
- Identifying potential and assisting with training and development of future Lead Lifeguards.
- Effectively managing any breaches to the staff Code of Conduct and reporting any issues to the operations team.
- Ensuring shift staff are deployed effectively and in the case of sickness or other unexpected absences, contacting the member of staff and then notify the Operations team where staff fail to attend.
- Fairly allocating the various tasks and duties amongst all lifeguards on a shift, managing any breaks if necessary.
- Ensuring that staff on subsequent shifts are informed of any issues relating to the effective operation of the Lake via the diary if the next shift is on the following day, or directly to the next Lead on duty.
- Ensuring that staff time sheets are completed at the end of a shift and that the operations team are made aware of any timekeeping issues.
- Ensuring the tasks on the daily checklist are completed and evidenced at the start and end of each day.

Lake Management

- Prepare the Lake for opening; completing a site check and ensuring all buildings are open and clean, and that all safety equipment is put out. Ensure daily checklists are completed.
- Checking all areas used are clean (changing rooms, toilets, showers and staff areas) and appropriately stocked.
- Ensuring the safe monitoring of the swimmers and swimming area by deploying staff appropriately and strategically around the swimming area.
- Ensuring lifeguards are adhering to the requirements of monitoring the lake safely.
- Ensuring swim tests for new members and junior guests are carried out correctly by a qualified lifeguard.
- Ensuring that proper standards of work are maintained to ensure a good standard of service is always provided to members.

Health & Safety

- To have a good knowledge of the Clubs operating procedures, rules, by laws, and always apply these.
- Ensuring that Health and Safety procedures are followed.
- Taking appropriate responsibility for the Health and Safety of members and their guests, fellow employees and themselves.
- Ensuring that all Health and Safety procedures have been correctly followed, and documentation completed, prior to the opening of the Lake each day, and when it is closed at the end of each day.
- Checking that the pontoon, springboard, diving stages and steps are all fit for use before opening or put out of use if an issue arises during a session.
- Ensuring that lifesaving equipment is fit for use and first aid kits complete.
- To be aware of potential safeguarding issues and follow correct procedures in raising concerns.

Communication

- Communicating with members, their guests, visitors and all staff members in a polite and effective manner.
- Dealing efficiently with enquiries from members of the public.
- Resolving any issues and complaints that arise, this may include member behaviour, damage to equipment, escalation to operations team if necessary.
- Replying to emails or communications from the operations team in a timely manner.
- Ensuring all matters of concern are brought to the attention of the operations team.

General duties

- Liaising with approved contractors when emergency repairs must be carried out during normal opening times.
- Managing the proper disposal of waste materials and refuse, arranging for extra collections as and when necessary.
- You are also expected to carry out any other duties and/or responsibilities which it might be reasonable to expect of him/her, after prior discussion and agreement with the operations team.
- To liaise with and update Lead Lifeguards when handing over shifts.
- To attend monthly training sessions throughout the season and complete online training as required.

Key Skills & Competencies

- Recent experience of managing individuals and teams.
- 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.
- Ability to supervise volunteers, contractors and other staff.
- A confident communicator.
- Have experience of dealing with complaints face to face.

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 December 2025