



**Recruitment Information –
Lifeguard
Brockworth Sports Centre**





HENLEY BANK HIGH SCHOOL

July 2021

Dear Candidate

Thank you for your interest in the post of Lifeguard at Henley Bank High School. This position will also include some Reception duties at times.

Brockworth Sports Centre is a proud member of the Greenshaw Learning Trust, a 'family' of like-minded schools, that collaborate to provide mutual support, share their good practice and learn from each other, whilst retaining and developing their own distinctive character.

At Brockworth Sports Centre our aim is to provide community access to the school's sports facilities during non-teaching periods. While providing a friendly and safe environment for all.

We offer a:

- 25 metre, 4 lane indoor heated **Swimming Pool** featuring large Swim School programme, School Swim lessons, Private hire and Birthday parties
- **Multi-use Sports Hall** for 5-a-side football, 4 courts for Badminton, Basketball / Netball courts, Martial Arts and other Activities
- **Dance Studio** with Group Exercise classes and other Activities
- **All Weather 'astro-turf' Pitch** available for full or $\frac{1}{3}$ pitch hire
- **Outdoor Grass Pitches** – full size and mini pitches
- **Outdoor Multi-Surface area** – featuring 4 Net Ball courts or 5 Tennis Courts

If you would like an opportunity to visit our Sports Centre, please feel free to visit during any opening times, or contact Mark Johns, Sports Centre Manager at mjohns@henleybankhighschool.co.uk or call 01452 864796 to arrange a tour or if you have any further questions.

We are committed to safeguarding and promoting the welfare of children and young people therefore this appointment will be subject to vetting, including an enhanced DBS disclosure.

We are ambitious about diversity and inclusion and very much look forward to receiving applications from candidates whose personal qualities and values reflect those in the person specification and whose experiences also place them in a strong position to deliver the challenges set out in the job description. We encourage applications from candidates regardless of age, disability, gender identity, sexual orientation, pregnancy, marital status, religion, belief, or race.

Yours sincerely

Mark Johns
Sports Centre Manager

Job Description

Contract: Casual

Report to: Sports Centre Manager and Sports Centre Duty Manager

Scale Range: NJC Scale Point 1 £9.50 per hour plus holiday allowance (at 12.07%)

(Reception duties are paid at a different rate and this will be discussed at interview)

Hourly paid employees are paid one month in arrears on the last working day of each month.

Working Pattern: Hours to be dependent on Sports Centre needs and availability, worked on a rota basis including weekend and evenings. Flexibility is required to cover the full range of shifts.

Probationary Period: New employees are required to complete a six-month probationary period.

We are looking for Lifeguards to join our team on a casual basis to assist Brockworth Sports Centre provide a safe and clean facility for all our customers using our wetside and dryside facilities.

In our swimming pool we operate a Swim School programme with over 500 children, Public Swim timetable, and offer Birthday Party and Private Hire for Swim Club's etc.

Duties primarily focuses on the safety of our swim participants, as well as operational and cleaning tasks across the facility with Reception duties from time-to-time. There is also mandatory monthly training covering the required minimum 20 hours of continued professional development every 2 years.

You will need to enjoy dealing with the public, be calm and collective under pressure and be an all-rounder. Full induction, on-going coaching and training will be provided.

There are a variety of shifts available, to cover our Swim School, Public Swim and Birthday Party/Private Hire schedule as well as support with Reception cover, predominantly 2-2½ hours in length as well as some 4-5 hour shifts.

Below is the link to our current Swimming Timetable with public swim, swimming lessons, private hire and other activities:

www.brockworthsportscentre.co.uk/attachments/download.asp?file=42&type=pdf

Key Duties

Job Purpose

- Ensure the safety of swimmers and participants in water activities
- To explain and enforce safety rules, rescue people in danger and use 1st aid knowledge to save lives • Maintain a safe and clean facility
- Cover Reception duties as required

Job Description

- To interact with the public and welcome all users providing high quality customer service
- To comply with the Normal Operating Procedures (NOP) for the swimming pool at all times
- To maintain a vigilant watch of the swimming pool in accordance with the operating procedures and take necessary action to ensure the safety of all pool users
- To assist in the opening and closing of the facilities including to prepare activity areas with the setting up/dismantling of equipment
- To ensure that all equipment is stored safely and securely when not in use
- Perform inspection of pool safety equipment including rescue aids, alarms, emergency phone and pool access in accordance with the operating procedures
- To check safety equipment and the facility and report any damage or malfunction of equipment, plant or building fabric to the Duty Manager immediately
- To ensure that a consistently high level of cleanliness and hygiene is maintained throughout the facilities at all times
- To ensure that lost property is handled and recorded in line with procedures
- To patrol all areas of the wet facilities including changing facilities and ensure that all areas maintain to standard
- To assist the Duty Manager in maintaining sports activity, activity areas and stores in a clean, safe and tidy manner
- Assist with the supervision and control of children's activities including swim school, parties and courses
- To comply with the Emergency Action Plan (EAP) for the facilities and assist with any such incidents in the appropriate manner including recording of Accidents
- Attend regular Lifeguard training sessions to ensure ongoing personal development and compliance of the requirements of the National Pool Lifeguard Qualification (NPLQ)
- To report any matter of concern to the Duty Manager immediately
- To report any maintenance issues using the appropriate procedures
- To assist the Duty Manager with any tasks involved in the operation of the Pool
- To support as and when required to cover Reception duties
- To attend relevant training courses as required by Greenshaw Learning Trust to maintain the ability to carry out the duties of the role effectively
- Whilst completing Reception duties, you will be the first point of contact and ultimately the face of the Sports Centre:
 - delivering a high quality customer experience on a day-to-day basis
 - meeting and greeting customers (in person, over the phone or via School Hire or email)
 - managing Swimming Pool and Facility bookings (whether for individual, block or seasonal) to maximise the utilisation of swim slots and facility hire

- dealing with a variety of general enquiries providing correct information to encourage a booking - from swimming lessons, public swim sessions, birthday parties, group exercise classes, badminton hire, AWP use through to block bookings for the Sports Hall etc
- pro-actively support the Duty Manager whilst on shift to be organised for activities booked in that day
- supporting with other operational and administrative tasks as required

General Duties

- Ensuring all services are delivered in compliance with Henley Bank High School policies and procedures. In particular safeguarding and health and safety and equal opportunities
- To undertake any other duties properly assigned by the Sports Centre or Duty Manager
- This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements of the post holder

Person Specification

Qualifications	Essential	Desirable
National Pool Lifeguard Qualification	●	
ASA/STA Level 2, ASA/STA Level 1 (for assistance role)		●
Good standard of education including GCSE Maths, English or comparative NVQ levels		●
Experience and Knowledge	Essential	Desirable
Previous experience of working as a Lifeguard or face-to-face customer service environment	●	
Experience of Lifeguarding surveillance and rescue techniques	●	
Excellent problem solving, communication and organisational skills	●	
Previous administrative experience and use of on-line booking systems and website		●
Skills and Abilities	Essential	Desirable
Ability to demonstrate good understanding of safety in swimming pools	●	
Ability to react calmly and effectively in emergency situations with a good knowledge and application of CPR and emergency medical procedures skills	●	
Ability and willingness upon occasion to carry out some manual lifting of pool equipment	●	
Possess excellent customer service and interpersonal skills	●	
Display a conscientious and logical approach to a variety of tasks, and follow instructions as well as managing your own time effectively	●	
Ability to demonstrate literacy and numeracy skills	●	
Personal	Essential	Desirable
Ability to work as part of a team	●	
Excellent communicate skills to effectively deal with the public and staff	●	

Ability to relate to staff and public	●	
Commitment to working within the School's Safeguarding Policy and Procedures	●	
A highly motivated individual who can operate independently and use initiative to prioritise to meet the demands of the role	●	
High levels of professional integrity	●	
Flexibility to undertake any role required by the Centre Manager	●	

The Recruitment Process

1. Applications

To apply for a staff vacancy, please register for an online account to complete the application form. Please visit our website www.henleybankhighschool.co.uk

The recruitment process is managed via your online account and you will receive regular notifications regarding the progress of your application.

The completed online application form should be accompanied by a personal statement of suitability of no more than 2 sides of A4. In the application form and personal statement, you should demonstrate how you meet the requirements set out in the Person Specification. Please include specific examples which support your application.

Applications must be received no later than Sunday 5th September 2021. We encourage early applications.

2. Shortlisting

Shortlisted candidates will then be invited by telephone to attend for an interview. Please make sure you have given day and evening telephone numbers on which you can be reached.

3. Interview

Interviews will be held – to be advised.

4. Notification of outcome

Candidates will be notified of the outcome as soon as possible following the interview process. Please ensure you have given day and evening telephone numbers on which you can be reached.

5. Feedback

Unsuccessful shortlisted candidates will have the opportunity for professional feedback during the week following the interviews.

6. Take up post

The successful candidate will take up post on completion of all mandatory recruitment checks.