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| **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** | Active Leisure | | |

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| **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 Active Leisure 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 Active Leisure team to ensure the effective and efficient management of the Active Leisure Services. | A/IP |
| Qualifications | | |
| 10 | NPLQ | A/P/C |
| 11 | To attend ongoing training as specified by the management team and ensure that continuous professional development (CPD) in achieved in line with industry best practice and management policies. |  |
| **Health and safety** | | |
| 12  13  14 | Ability to use equipment as instructed and trained  Ability to inform management of any health and safety issues which could place individuals in danger  Ability to operate and ensure customers safety at all times | A/I  A/I  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 **E** = Exercise **I** = Interview

**P** = Presentation **T** = Test **AC** = Assessment centre

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| **Date** | **Approved by authorised manager** | **Designation** |
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| **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** |



We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.