

# Lifeguard (Variable Hours) Job Description & Person Specification

April 2021



## About Woodrow High House

Located in the Chilterns, Woodrow High House is a 26-acre site made up of a Grade II listed manor house dating back to the mid-1600s, boasting a 120-bed Outdoor Learning Centre and Leisure Centre complete with swimming pool, sports hall, 3G AstroTurf pitch and off-road cycle circuit. London Youth has owned and operated Woodrow since 1945, delivering memorable experiences for over 8,000 children and young people each year. The leisure facilities are used by house guests and the local community. The pool is used by private hire local community groups, house guests, and hundreds of children who attend our swim school each week.

## About London Youth

We are London Youth. A charity on a mission to improve the lives of young people in London. Our vision is that all young Londoners grow up healthy, able to express themselves, navigate a fulfilling career and make a positive contribution in their communities. Our mission is to support and challenge young people to become the best they can be developing their confidence, resilience and relationship skills. We do this with, and through, our network of community youth organisations, delivering sports, arts, employability, youth action programmes, and at our two Outdoor Learning Centres.

## The Woodrow Team

As a Woodrow Lifeguard, you will work alongside a team of other Lifeguards/ Leisure Assistants, with daily supervision from the Duty Managers and Operations & Duty Manager. This role is part of a wider team across Woodrow that delivers a first-class customer experience for our guests, including Swimming Teachers, Residential Operations, Facilities, Housekeeping, Finance, Sales & Marketing, and Catering.

## The Lifeguard Role

As a Woodrow Lifeguard you are essential in ensuring the safety of all visitors to our Leisure Centre. The ideal candidate has excellent skills in the water, is safety-minded, and is able to swiftly assess situations and make judicious decisions regarding the safety of swimmers. You will work as part of a welcoming leisure team that is instrumental in delivering outstanding customer experiences, maintaining orderliness and cleanliness across all our leisure facilities, including swimming pool areas and changerooms.

We are looking for enthusiastic, motivated, and customer focused individuals to join us. You must demonstrate a strong commitment towards ensuring excellence in customer service and enhancing the customer experience. This is a customer facing role, and as such you must be ready to communicate with a diverse range of clients, including members of the public, children and young people, youth group leaders and teachers.

**More widely, you will be expected to play a proactive part in the implementation of the work and policy of London Youth as a whole, supporting the vision, mission and aims of the charity.**

## Role Description – Main Duties & Tasks

### Lifeguarding

- ✓ Lifeguard supervision of the pool during swimming, ensuring safety procedures are followed
- ✓ Administer first aid in the event of injury, rescues swimmers in distress or danger of drowning, and undertake CPR and/or artificial respiration, if necessary.
- ✓ Attend regular lifeguard training sessions, in compliance with the requirements of the National Pool Lifeguard Qualification.

### Health & Safety

- ✓ Complete daily tasks ensuring the premises are safe, clean and fit for use by customers.
- ✓ Ensure the reporting of accidents, incidents and near misses are done in a timely manner.
- ✓ Ensure reporting of any hazards, damage or maintenance issues to the Duty Manager.
- ✓ Check the safety of equipment and report any damage or defect of equipment, plant or building fabric to management immediately upon discovery.

### Leisure Centre Operations

- ✓ Interact with the public and welcome all users of the facilities, promoting a positive image of Woodrow High House through the provision of high-quality customer service.
- ✓ Assist in the preparation for, and operation of events and activities, including helping set up and take down equipment, as required by the Duty Manager.
- ✓ Ensure that a consistently high level of cleanliness and hygiene is maintained throughout the centre at all times.
- ✓ Support sales in the leisure retail shop, including inventory control.

### Corporate Responsibilities

- ✓ Committed to and actively promote London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of duties and working relationships
- ✓ Manage resources to the highest standards and act as a custodian of best practice

**Undertake any other duties as may be reasonably requested by Woodrow High House Management that ensure the ongoing operational success of the centre and delivery of excellent customer experiences.**

## Person Specification

**It is essential that in your supporting statement you evidence proven experience in each of the criteria of the person specification noted below.** These responses will be developed and discussed with those candidates invited for interview.

### Qualifications

- ✓ Current NPLQ (National Pool Lifeguard Qualification) (**ESSENTIAL**)
- ✓ Pool Plant Operator Certificate (Desirable)
- ✓ Swimming Teacher Qualification – Swim England or STA (Desirable)

### Desirable Experience, Knowledge & Skills

- ✓ Experience as a lifeguard/ leisure assistant in a leisure environment
- ✓ Experience working in a customer facing environment, providing the highest levels of customer service across a range of clientele, managing communications, resolving conflict.
- ✓ Working knowledge of health and safety best practices
- ✓ Computer literate and comfortable with routine administrative paperwork
- ✓ Experience teaching children and young people how to swim
- ✓ Experience operating a pool plant room, and associated KPI management

### Essential Personal Attributes

- ✓ Customer centric mindset with excellent customer service skills
- ✓ Good organisational skills with meticulous attention to detail
- ✓ Self-motivated with a positive attitude, growth mindset and keen willingness to develop
- ✓ Articulate communicator when dealing with the public
- ✓ Collaborative team player, with a willingness to work effectively with others
- ✓ Able to work independently, demonstrating proactivity and initiative
- ✓ Impeccable work ethic with a practical, flexible and dynamic approach to work
- ✓ A composed demeanour, able to keep calm under pressure and solve problems when they arise, efficiently and effectively
- ✓ Absolute discretion and ability to maintain confidentiality
- ✓ Passionate and demonstrably committed to improving the lives of children and young people
- ✓ Absolute commitment to the principles of equality, diversity and inclusion

## Terms and Conditions

- Job Title:** Lifeguard
- Accountable to:** Leisure Operations & Duty Manager, Duty Managers
- Location:** Woodrow High House, Amersham, Buckinghamshire, HP7 0QG
- Salary:** **£8.91 per hour. Plus, holiday pay.**
- Hours:** Variable shifts available, including early, late, weekends
- Eligibility:** Must be 16 years old or over, with a right to work in the UK. Due to the nature of this role where you will be working with young people and vulnerable adults, you will be required to complete an enhanced DBS application prior to commencement of work.
- Pension:** London Youth complies with the employer pension duties concerning pension auto-enrolment in accordance with Part 1 of the Pensions Act 2008. London Youth currently uses The People's Pension as its pension vehicle and once you are eligible for auto-enrolment or opt into the scheme, London Youth will make employer contributions of 4% into the scheme on your behalf. You will be required to make contributions to your pension account also in accordance with the requirements of auto-enrolment.

## Additional Benefits Include

- Contribution towards industry qualifications and CPD
- Catered meals provided while working, when the kitchen is serving young people in residence
- Access to Employee Assistance Programme; Free onsite parking; Uniform provided

## How to Apply

London Youth embraces equality, diversity and inclusion. We are committed to the ongoing development of an organisation that values and represents a variety of backgrounds, perspectives and skills and welcome applications that reflect this.

Read the full Job Description & Person Specification that outlines the expectations of this role in detail. If this sounds like you, please **ensure you meet the eligibility criteria** before you apply.

To apply, **submit all of the following** via email to [woodrow.recruitment@londonyouth.org](mailto:woodrow.recruitment@londonyouth.org) with the subject line **Lifeguard Application**:

- Your comprehensive CV
- A supporting statement (no more than 2 sides of A4) indicating how your experience meets the requirements of the Person Specification
- Equal Opportunities and Monitoring Form AND Declaration of Criminal Convictions Form

**Interviews:** Applications will be considered upon receipt and only those that satisfy the criteria will be shortlisted and invited to an online first round interview. If successful, we will then invite you to a second in-person interview, where you will meet the team, see the centre and have the opportunity to further demonstrate your interest in the role as part of this process.

**Important:** We are unable to respond to every application submitted – if you have not been invited to an interview within 14 working days of submitting your CV and supporting statement, please consider your application unsuccessful at this time. Thank you for your understanding.

**If you would like to ask any questions about the role or process, feel free to ring 01494 433531 and ask for Leisure Operations & Duty Manager, Hannah Lyon.**

Cherry Lane, Amersham, HP7 0QG

[www.woodrowhighhouse.org](http://www.woodrowhighhouse.org)

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