Accountable to: Sports Centre Duty Manager
Location: Woodrow High House, Cherry Lane, Amersham, Bucks, HP7 0QG
Salary: £16,321.50 per annum
Hours: 37.5 hours a week
Pension: In line with auto-enrolment pension regulation, you will be enrolled in a pension scheme with The People’s Pension if eligible. Your employee contribution will be set by legislation. This is currently 4% and London Youth will make contributions of 4% also.

Additional Benefits Include:
- Generous holiday allowance - 31 days per annum plus 8 bank holidays
- Catered meals provided while at work
- Contribution towards industry qualifications and CPD
- Uniform provided
- Cycle-to-work scheme
- A friendly, people-oriented environment

How to Apply

Read the full Job Description and Person Specification on page 2 that outlines the expectations of this role in detail. If this sounds like you and you are interested, please submit your CV and Covering Letter via email to woodrow.recruitment@londoneyouth.org Note that we are unable to respond to every application submitted. Only applicants who satisfy the criteria will be invited to interview. If you would like to ask any questions about the role or process do feel free to ring 01494 433531 and ask for Emma or Tyler.

Job Responsibility

This is a great opportunity to develop yourself and your experience, working as part of a small and close-knit team. We have vacancies for friendly, responsible and motivated team players who can bring enthusiasm and a good work ethic. You will take responsibility for providing a safe environment for all our visitors and providing excellent customer service.

The areas of work the job will include are:
- Lifeguard supervision of the pool during swimming sessions
- General cleaning duties for the whole of the Sports Centre
- Attending monthly NPLQ update training
- Delivering excellent customer service
- Helping set up and take down equipment
- Working as part of a team
Job Description

Main Duties of the Role

- Lifeguard supervision of the pool during swimming sessions
- Work as part of team to deliver the operational requirements of the Sports Centre.
- Interact with the public and welcome all users of the facilities, promoting a positive image of the Centre and Woodrow High House through the provision of high quality customer service.
- Check the safety of equipment and report any damage or defect of equipment, plant or building fabric to management immediately upon discovery. Inspect pool safety equipment, including rescue aids and alarms in accordance with the operating procedures.
- Assist in the preparation for, and operation of events and activities, including undertaking minor repairs of equipment when required.
- Ensure that a consistently high level of cleanliness and hygiene is maintained throughout the centre at all times.
- Ensure that lost property is handled and recorded in line with procedures.
- Patrol all areas of the Centre to ensure that visitors are acting and using equipment in the correct manner, making suitable adjustments as necessary.
- Open and close the Centre when required and assist in monitoring the security of the premises at all times.
- Attend regular lifeguard training sessions, in compliance with the requirements of the National Pool Lifeguard Qualification.
- Assist the Duty Manager with any tasks involved in the operation of the pool.

Person Specification

✓ National Pool Lifeguard Qualification  
✓ Commitment to team-working, and respect and consideration for the skills of others  
✓ Excellent communication skills when dealing with the public  
✓ Ability to react calmly and effectively in emergency situations  
  o Ability to prepare routine administrative paperwork  
✓ Ability to follow routine verbal and written instructions  
  o Knowledge of customer service standards and procedures  
  o You should be available to work weekend and early evening shifts  
  o Qualified first aider  
  o Qualified swim teacher  
  o Qualified pool plant operator  

Essential
Desirable