

Lifeguard (Casual Hours or Full-Time) Job Description & Person Specification

November 2022



Role Details

Accountable to: Leisure Operations & Duty Manager, Duty Managers

Location: Woodrow High House, Amersham, Buckinghamshire, HP7 0QG

Salary: £10.30 per hour. Plus, holiday pay.

Hours: Variable hours to suit. Shifts available include mornings, afternoons, evenings, and weekends. Full time permanent positions also available.

Pension: 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.

Why Work with Us? The Benefits.

We are a charity that makes a difference to the lives of young people. The why drives our mission and gives us purpose to keep doing what we do. We want our team to feel the same passion we have, and we know a part of that is also enjoying a few additional perks to keep us motivated.

Here are just a few of the fantastic perks of working for London Youth at Woodrow High House:

- Pledge to being a Real Living Wage employer with wages set by Living Wage Foundation
- Generous holiday allowance – 31 days annual leave p.a., plus 8 bank holidays for FTE. Top up holiday pay for casual workers.
- Continuous learning opportunities, with contribution towards relevant qualifications and CPD
- Individual / team rewards recognising achievement and excellence
- Free meals provided whilst on duty when the kitchen is serving young people in residence
- Free tea and coffee available in "Tea & Coffee Bar"
- Branded quality uniform provided
- Free onsite parking
- Free access for you and your family to the Employee Assistance Programme
- Free access to the 'Headspace' application
- Healthcare Plan to cover health & wellbeing essentials
- Eyecare vouchers
- Generous maternity/ adoptive/ parental/ shared parental leave of up to 13 weeks
- Volunteer leave allowance
- Magnificent location on a historic estate surrounded by nature
- You'll be working with a fantastic team of passionate colleagues across London Youth
- An outstanding culture and ethos where staff and visitors enjoy, challenge, and achieve
- Occasional supply of sweet – sometimes savoury – always yummy - treats are guaranteed
- You will be making a difference to the lives of young people!

Role Description – What You'll Be Tasked With

| The Team

Our people are the heart of Woodrow. You will join a professional, enthusiastic, and passionate leisure team that drives the success of our swimming operation. This role is part of a wider team that delivers first-class customer experiences for our guests, including outdoor learning operations, facilities and grounds maintenance, sales and marketing, housekeeping, finance and catering.

| Role Overview

As a Lifeguard you are essential in ensuring the safety of all visitors to our Leisure Centre. You have excellent swimming skills, are safety-minded, and able to swiftly assess situations and make careful decisions regarding swimmer safety. You will work as part of a welcoming team that is instrumental in delivering outstanding customer experiences, maintaining orderliness and cleanliness across our leisure facilities, including swimming pool areas and changerooms. This is a customer facing role, and as such you must be ready to communicate with a diverse range of clients, including the public, children and young people, youth group leaders and teachers.

| Role Responsibilities

✓ Lifeguarding

- 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.

✓ Leisure 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 a consistently high level of cleanliness is always maintained throughout the centre.
- Support sales in the leisure retail shop, including inventory control.

✓ Health & Safety

- Operate in accordance with Woodrow's operating procedures and appropriate National Governing Body guidelines.
- 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.
- Report damage or defect of equipment, plant or building fabric to management immediately.

| Corporate Responsibilities

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

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

Person Specification – What You Need to Demonstrate

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**)

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.

Essential Personal Attributes

- ✓ Customer centric mindset with exceptional customer service skills
- ✓ Enthusiastic with a positive attitude to swimming
- ✓ Able to quickly establish rapport and build effective relationships across a range of personas
- ✓ Composed demeanour, able to keep calm under pressure and solve problems when they arise
- ✓ Articulate communicator, able to confidently communicate with a wide range of people
- ✓ Collaborative team player with a willingness to work effectively with others
- ✓ Able to work independently, demonstrating proactivity and initiative
- ✓ Self-motivated with a positive attitude, impeccable work ethic and a flexible approach to work
- ✓ Passionate and demonstrably committed to improving the lives of children and young people
- ✓ Absolute commitment to London Youth's principles of equality, diversity and inclusion
- ✓ Absolute discretion and ability to maintain confidentiality
- ✓ Passionate about leisure and sport opportunities to support health and wellbeing outcomes

Ready to Make a Difference? 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.

If this is the role for you, email your CV and a separate supporting statement outlining how your skills and experience meet the criteria outlined above. Applications without supporting statements will not be considered. **Please submit your application** with subject line “**Lifeguard**” to woodrow.recruitment@londonyouth.org.

Interviews: Applications will be considered upon receipt and only those that satisfy the criteria will be shortlisted and invited to interview. We are unable to respond to every application submitted – if you have not been invited to an interview within 21 days of submitting your application, please consider your application unsuccessful at this time.

If you have questions regarding the role, ring 01494 433531 and ask for Leisure Operations & Duty Manager, Hannah Lyon.

A Little Bit About Who We Are

| 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, Hindleap Warren and Woodrow High House. We look to work with all young people, focusing on those who wouldn't otherwise have access to opportunities.

| 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.

| Our Commitment to Anti-Racism

In July 2020, we issued a statement committing to become an anti-racist organisation and to actively tackle racism. Since then, London Youth has worked with our staff and trustees to understand first the issues within our organisation, collaboratively developing a Theory of Change to define our areas of focus, approach and plan of action moving forward. We have a Race Equality Action Stakeholder Group which is chaired by a London Youth member and trustee. This group includes representatives from across the organisation and oversees the implementation of our Race Equality Action Plan. At the heart of youth work is the drive to level the playing field for all young Londoners to succeed, regardless of their backgrounds. Over two thirds of the young people we work with are from racialised communities and we know that without the opportunities which youth organisations provide, there would be limited experiences open to them. Read more about our commitment to anti-racism [here](#).

Cherry Lane, Amersham, HP7 0QG

www.woodrowhighhouse.org

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