

LIFEGUARD POSITION DESCRIPTION

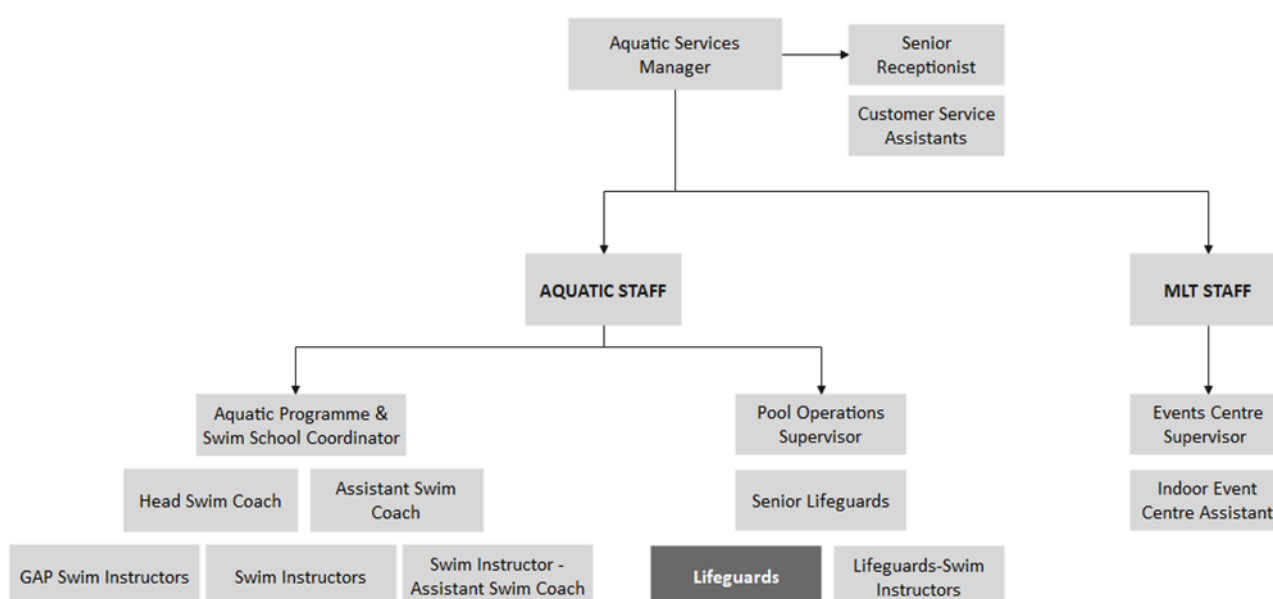
Department	Aquatic Centre
Responsible to	Senior Lifeguard
Responsible for	No staff is responsible under this role
Date	June 2025
Position Holder	
Hours	Weekend shifts or Variable hours. The work available is subject to the pool staffing roster allocation at the time. The roaster may also require the lifeguard to be available on call during times when extra staff is necessary.

Purpose

The lifeguard will be required to provide high-quality and effective supervision of Aquatic Centre customers by proactively and vigilantly supervising the pool environment to prevent and manage incidents. This is a critical position, involving responsibility for public safety.

Lifeguards actively monitor the aquatic activities of customers, to promote and ensure their safe conduct in an enjoyable environment and to ensure the facility is kept to a high level of cleanliness.

Organisation Context



Functional Relationships

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal	Aquatic Service Manager	✓	✓		✓		✓
	Senior Lifeguard	✓	✓		✓		✓
	Supervisors and multisport staff	✓	✓		✓		✓
	Other council staff	✓			✓		✓
External	Public Members	✓		✓	✓	✓	✓
	District Schools	✓	✓		✓		✓

Key Results Area

The position objectives of the Customer Service Assistant encompass the following areas:

- Lifeguard Duties

The requirements in the above Key Results Area are broadly elaborated below.

What you will do to Contribute	As a result, we will see
<p><i>Lifeguard Duties</i></p> <ul style="list-style-type: none"> • Actively monitor aquatic facilities and activities and interact with patrons to impact positively on their behaviour, ensuring a safe environment is maintained at all times. • Attend to patrons in difficulty quickly and efficiently and competently ensuring both personal and patron safety. • Take responsibility for personal actions while at work, ensuring all practicable steps are taken to ensure personal health and safety, and the safety of others. Report any hazards, accidents, or injuries immediately to the supervisor and/or Aquatic Services Manager. • Ensure all observed hazards to the health and safety of staff or customers have been reported to the Pool Operations Supervisor /Aquatic Services Manager and/or the lifeguard has taken appropriate corrective action. 	<ul style="list-style-type: none"> • Incidents and emergencies are responded to quickly and effectively to prevent and manage them. Ensure patrons in difficulty are recognised and responded to. • The use of aquatic facilities is monitored and controlled. Ensuring positive influence public behaviour to provide a safe environment for all users. • Maintaining the facility at the highest level of cleanliness. All the areas are kept clean, tidy, and welcoming. • Customer satisfaction standards are met or exceeded through positive interactions, proactive engagement, and exceptional service. • Incidents are reported and informed to supervisors and senior lifeguards. Ensuring the facility has a safe environment and aligns with health and safety policies and procedures.

<ul style="list-style-type: none"> • Ensure all accidents or injuries are reported and recorded promptly using the correct procedures. • Promote the facility to ensure customer satisfaction. • To assist with the running of programmes and events and to be responsible for the setting up of equipment used. • From time to time, Lifeguards may be required to assist with set up and other activities at the Indoor Event Centre. • Undertake other duties as may be required from time to time by the Pool Operations Supervisor and/or Aquatic Services Manager and accept changes in responsibilities and duties brought about by organisational change. 	
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Financial Responsibility

	Yes	No
Controls a budget		✓

Person Specification

The successful candidate will need the following:

Essential:	Desirable:
Understanding of good customer service	Experience in Customer Service or a similar role
Possess good communication and oral skills and relate well to people of all ages.	New Zealand Pool Lifeguard Practising Certificate
	Workplace First Aid Certificate

Specific Skills

- Maintain a level of water fitness, to be confident in both wet and dry rescue techniques as well as first aid and basic life support skills.
- Actively monitor aquatic facilities and activities.
- Work towards Aquatics Level 3 Qualification.
- Ability and willingness to take ownership of delegated responsibilities.
- Ability to deal with the public and ensure that the Council provides first-class customer service.
- Ability to think through issues and help others to resolve their problems.

- Ability to be flexible and assist with other duties during busy periods.
- Be able to demonstrate, implement and lead health and safety practices.

Personal Attributes

- Demonstrate an ability to communicate with others at all levels to successfully achieve desired outcomes.
- Show a very high level of personal and professional integrity.
- Be motivated, energetic and enthusiastic.
- Willingness to learn and improve yourself.
- A positive attitude and work ethic.

Aquatic Operations Manual

On commencement of employment, the employee will be issued with the appropriate operations manual applying at the time to the Gore Aquatic Centre. All employees need to be familiar with the contents of the manual.

All staff will have an individual training file where progress and skill development will be documented. Specific performance and standards expected will be monitored and discussed with the employee as necessary.

Cleaning

Cleaning is part of the routine at the pools. The Lifeguard is required to maintain the pools and confines in a clean and hygienic condition.

Pool Staff Roster

The pool staffing roster will be completed and circulated two weeks in advance.

If a lifeguard is unable to carry out their allocated work, they must notify the Aquatic Operations Supervisor as soon as possible.

It is the responsibility of the lifeguard to find a replacement if unable to work a particular shift, after receiving prior approval from the Aquatic Services Manager.

Lifeguards wishing to swap particular shifts are to clarify this with the Aquatic Operations Supervisor before doing so.

Staff requiring time off need to apply in Tanda to the Aquatic Services Manager at least two weeks prior to the time required.

Civil Defence

To take part in civil defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency. Training will be provided.