



May 2016

Dear Applicant

**LEISURE ATTENDANTS (LIFEGUARDS)
37 HOURS PER WEEK, PERMANENT & VARIABLE (CASUAL) HOURS MAY ALSO BE AVAILABLE (NOT
GUARANTEED) SUBJECT TO OPERATIONAL NEED – ADUR/STORRINGTON (WEST SUSSEX)**

Thank you for expressing an interest in the above vacancies. I am pleased to enclose an information pack, which includes an application form, job profile, person specification, recruitment monitoring form, guidance notes on completing the application, together with some background information on our Company.

You are advised to read the enclosed 'Applicant Guidance Notes', **before completing your application**. Your completed application is the only information we have about you, and is what we will base the first stage of our selection procedure upon. The 'Additional Information' section is your opportunity to explain how your experiences and achievements meet the requirements of the post. **It is important you use the person specification for the role as your guide, and that you pay attention to the relevant high, medium or low importance criteria, as this will determine whether or not you are successful at progressing to the next selection stage.** Please do not enclose CVs as a substitute to completing the application form, as all CVs will be discarded upon receipt and not taken into account when short-listing is carried out.

Due to the requirements within the Asylum and Immigration Act 1996, if you are short-listed and invited to attend a further competitive selection process, you must be able to produce **original** document/s from either **List 1** or **List 2** of the attached Approved Documents List, to demonstrate you are legally entitled to work in the United Kingdom.

Please return your completed application form as soon as possible. **Please note that a selection process will take place every Friday initially until the 10th June 2016. However, this vacancy may close early if sufficient applications are received. Please ensure you apply early to avoid disappointment.**

If you are shortlisted for an interview, you will be contacted. If you have not heard from us within one month of the closing date, please assume that you have been unsuccessful. In the interest of economy we do not acknowledge receipt of applications.

Wishing you every success in your application, and thank you for the interest you have shown in our Company.

Yours sincerely

A handwritten signature in black ink that reads "Lorna Mapson". The signature is written in a cursive style and is positioned above a horizontal line.

Lorna Mapson
Human Resources Manager
lmapson@impulseleisure.co.uk
Impulse Leisure – Head Office
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JOB PROFILE

JOB TITLE: Leisure Attendants (Lifeguards)

SALARY: £13,852 - £16,777 per annum (£7.20 - £8.72 per hour)

(Full training will be provided for successful candidates applying for permanent Leisure Attendant (Lifeguard) positions at Wadurs Community Pool, who do not already hold the RLSS National Pool Lifeguard Qualification, subject to having the ability to successfully obtain the NPLQ within 3 months of commencing employment).

LOCATION: Adur/ West Sussex –Wadurs Community Pool

HOURS OF WORK: 37 hours per week, permanent and variable hours (not guaranteed) subject to operational need may also be available (Variable working patterns to include early mornings, late evenings, weekend and bank holiday working hours)

RESPONSIBLE TO: Duty Officer/ Centre Manager

JOB OUTLINE: A range of duties in wet and dry areas of the leisure complex.

JOB RESPONSIBILITIES: The overseeing and general safety and behaviour of the public to prevent injury, misuse and damage to facilities.

KEY CORPORATE RESPONSIBILITIES:

1. To fully comply with and ensure, in conjunction with centre management, compliance with all legislation including the Management of Health & Safety at Work Regulations 1999, Impulse Leisure's Health and Safety Policy and all locally agreed safe methods of work, in accordance with the individual Sites' normal and emergency action plans etc.
2. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
3. To wear with pride the correct staff uniform, with a name badge at all times, in order to set a good example to all staff and to present a professional image to the public.
4. To comply with and ensure, in conjunction with centre management, compliance with Impulse Leisure's Customer Care Policy.
5. To actively ensure, in conjunction with centre management, promotion of Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
6. To undertake additional training/qualifications, as and when required, in order to comply with current and future company initiatives and/or governing body guidance and best practice.
7. To speak positively and enthusiastically about the Company and its services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

8. Adhere to Company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
9. At the discretion of the Centre Manager/ Senior Managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.
10. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
11. Dependant on the nature of activities undertaken (i.e. regulated activity), to undertake and produce a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription for the purposes of ongoing satisfactory status checks throughout employment, in accordance with Company Policies.
12. To work at any Impulse Leisure's centres consistent with the nature of the post.

KEY ROLE SPECIFIC RESPONSIBILITIES

1. To clean the poolside, pool bottom, First Aid room, changing rooms, toilet and shower areas, etc as detailed on Leisure Attendant's Daily Log.
2. To assist in maintaining accurate computerised records in line with Quest guidelines.
3. To direct activities and oversee the general safety and behaviour of public and equipment.
4. To give trained assistance to Centre users in difficulty.
5. To maintain general fitness as nature of the job requires.
6. To obtain and subsequently maintain the Royal Life Saving Society's UK National Pool Lifeguard Qualification or similar Life Saving qualification as directed by the Centre Manager, and re-qualify biannually (*applicable to Leisure Attendant (Lifeguard) positions at Wadurs Community Pool only*).
7. To attend regular training sessions in order to comply with 5 above, i.e. must currently attend 2-hours training each month, demonstrating a competent standard at all times.

The post holder **will** be required to work at any of the Company's facilities as required, and will be required to stand in for staff on annual leave, training courses, etc., or at short notice in the event of, for example, illness. To obtain maximum efficiency the post holder will be involved in a rota of hours, which can vary according to the programme.

The normal working hours inevitably contain an unsociable element that involves evenings, weekends and Bank Holidays worked on a rota basis and subject to regular reviews in order to improve efficiency and address the total demands of the service. The salary of the post has been determined as complete recompense for the above working arrangements.

Note: *This document does not constitute an exhaustive list of all duties relating to the post, but indicates the main areas of activity. From time to time it may be necessary to vary the duties, in consultation with the postholder, to take account of changing operational requirements, the introduction of different working methods, etc..*

In the course of your duties you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the Data Protection Act 1998; it should not be published or divulged other than to authorised personnel, or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your manager must be consulted.



PERSON SPECIFICATION

JOB TITLE: Leisure Attendants (Lifeguards)

INFORMATION FOR APPLICANTS:

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. **You must tell us in what way you meet the criteria asked for; a sentence or two of explanation with examples will help us to assess your application.**

Applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance, i.e. score of 2 multiplied by the criteria weighted 3 = 6.

Key: A – Application; C – Certificates; I – Interview; PA – Practical Assessment

***Weighting Scale:** 3 – High Importance 2 – Medium Importance 1 – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE 'KEY' ABOVE)
<u>Skills, Abilities and Knowledge</u>	1. Able to rationally think out & resolve problems as and when they occur.	2	I
	2. Able to verbally communicate, clearly & effectively e.g. deal with customer queries, team meetings etc.	2	A, I
	3. Able to understand & complete paperwork associated with the role e.g. accident forms, daily check sheets etc.	2	A, I
	4. Basic numeracy skills e.g. able to give change & count stock.	2	A, I
	5. Basic computer literacy skills in order to maintain computerised records	2	A, I
	6. Ability to work as part of a team, as well as on own initiative	3	I
	7. Ability to deliver good customer service	3	I
	8. Ability to prepare, rig and de-rig equipment	3	I
	9. Must maintain an awareness and be committed to equal opportunities	3	I
	10. Must be able to remain calm during emergencies	3	I
<u>Special Knowledge</u>	1. Health and Safety knowledge	2	I
<u>Experience</u>	1. Working knowledge of reception/ticket office areas.	1	A, I
	2. Previous experience of working in a leisure/entertainment centre or other related area.	1	A, I
	3. Previous experience of working in a customer focused environment	1	A, I
<u>Education/Qualifications</u>	1. RLSS UK National Pool Lifeguard or ability to obtain qualification within 3 months of employment (<i>applicable to Leisure Attendant (Lifeguard) positions at Wadurs Community Pool only</i>)	3	A, C, PA
<u>Other</u>	1. Must be willing and prepared to undertake any additional training in order to fulfil the requirements of the role and maintain the necessary qualifications e.g. NPLQ	3	I
	2. Relevant coaching awards, e.g. swimming instructor.	1	A, C
	3. To be flexible and adaptable, for e.g. able to work shifts, evenings and at weekends.	3	I

LEISURE ATTENDANT (LIFEGUARD) QUALIFICATION INFORMATION

Important Information

Leisure Attendants (Lifeguards) within Impulse Leisure (Wadurs Community Pool) are required to hold a National Pool Lifeguard Qualification.

If the successful candidate does not already hold this qualification, the necessary training will be provided at the Company's cost*, and individuals will be expected to pass the NPLQ within 3-months of their commencement, as a condition of continued employment.

There is a responsibility on the individuals to commit to undertaking the necessary training required. *Subject to signing a training contract.

RLSS National Pool Lifeguard Qualification (NPLQ)

If you are invited to interview for this role, the first stage of the selection procedure consists of a practical water test. In order to be considered further, candidates **must** be able to demonstrate the following:

Course Prerequisites:

Candidates **must** be at least 16 years of age prior to the start of the course;

Candidates **must** be able to jump/dive into deep water; be able to surface dive without risk to their hearing to the deepest part of the pool (2.8 metres).

Candidates **must** be able to swim 100 metres continually on their front and back in deep water and tread water for 30 seconds.

Swim 50 metres by any front stroke within 60 seconds (in swimming costume only).

Climb out unaided without the use of ladders/steps.

T-shirt and shorts are to be worn for all water work throughout the course and assessment.

Length of Course:

Approx 45 hours, which is either undertaken as a one-week intensive course, or alternatively, undertaken over 3 weekends (both Saturday and Sunday)

Course Dates: To Be Confirmed.

Course Content

The NPLQ is divided into two units. Unit 1 covers the principles of working as a pool lifeguard and trains a range of lifesaving skills as they relate to rescue in a range of common emergency situations that could occur in any pool. Unit 2 covers the application of the Unit 1 skills and knowledge in a work related environment (RLSS, 2006)

Upon completion of this course, subject to successfully passing the final practical and oral exam, the candidates will hold a full 8th Edition National Pool Lifeguard qualification inclusive of both unit 1 & unit 2, which are valid for 24 months.

On-going Training

Having successfully completed the course, employees are required to currently undertake 2 hours on-going training each month in line with Impulse Leisure's policies and procedures.