

Poolside Lifeguard

UNIT/TEAM	Aquatics Horowhenua
REPORTS TO	Operations Supervisor
ROLE PURPOSE	As a member of the Aquatics Horowhenua team this role is responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work.

HOROWHENUA 2040 VISION

Growing neighbourhoods and building stronger communities together.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana - With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

COUNCIL'S VISION

Working together to take Horowhenua from good to great.

COUNCIL'S MISSION

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

OUR VALUES

Greatness	We never settle until our good is better and our better is great!
Real unity	We make it happen, together!
Energy	We use our energy to perform and succeed!
Achievement	We deliver exceptional results!
Trust	We create trust by living with integrity!

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
Be part of daily operations and support demand	<p>Monitor poolside activities to ensure all functions are performed or exceed all standing operating requirements.</p> <p>Comply with policies, rules, procedures, and regulations.</p> <p>Ensure that all specified daily standing operating procedures are adhered to as specified by management.</p> <p>Set an example of appropriate behaviour, dress code and punctuality in line with set requirements, in all aspects of the business as required from management.</p> <p>Observe activities around poolside and provide clear instruction as well as receiving and feedback to seniors.</p> <p>Process all required information, records and forms in accordance with policy, procedures and set standards indicated by the Operations Supervisor.</p> <p>Execute workplace planning and reporting in accordance with set Aquatics standards and requirements.</p> <p>Support the operations supervisor to maintain required records of work hours, time sheets and other information required.</p> <p>Offer team feedback to input into business plans, goals and objectives to the Operations Supervisor in a structured manner.</p> <p>At all times ensuring alert, courteous, and professional behaviour towards visitors, and the public.</p> <p>Meet specifications and established standards Acknowledge and recognise good staff performance which contribute to operational and customer service delivery in line with HDC policy guidelines.</p>

	<p>Your performance outputs and values are aligned with the Aquatics vision and approved business plans.</p> <p>Discuss problems between customers and lifeguards if and when required with your seniors</p> <p>Implement operational standards and procedures as and when required.</p> <p>Be open for investigations regarding all complaints.</p> <p>Learn and understand opening and closing procedures to ensure operating standards are adhered to.</p> <p>Respond to emergencies, such as serious injuries or accidents in accordance with procedures.</p> <p>Support all to ensure that all facility equipment such as the storage room, inflatables, and/or other equipment is utilised and cared for as specified by the Operations Supervisor.</p> <p>Report all concerns or issues to your team leader first and or then to the Operations Supervisor.</p> <p>Attend meetings as directed by the Operations Supervisor.</p>
Staff development	<p>Attend all training provided and offer feedback to better the business.</p> <p>Stay up to date with training development.</p> <p>Learn different components of training such as spinal, defensive techniques or effective utilisation of poolside equipment, as and when directed by all team leaders in their rotation process/system.</p> <p>Train consistently across training components and modules as dictated by training institutions</p> <p>Maintain capability levels tested by formal assessments and retraining when required.</p> <p>Offer feedback to maintain updated with new policies.</p> <p>Discuss progress towards goals and review performance, behaviour, knowledge and skill requirements with your senior.</p> <p>A formal performance improvement plan as per set HDC guidelines as and when required will be implemented by the operations supervisor.</p>

<p>Deliver high standards of customer service</p>	<p>Model excellence in customer services to poolside staff.</p> <p>Representation and delivery of excellent customer service.</p> <p>Ensure that the philosophy of the Aquatics Model for excellent Customer Service including presenting a friendly and professional image throughout Aquatics Horowhenua are delivered as expected and defined from the Operations Supervisor.</p> <p>Present outstanding personal standards at all times, while maintaining a welcoming environment.</p> <p>Ensure all customers are greeted promptly, professionally and courteously.</p> <p>Maintain effective relations with customers, while engaging with all new visitors to the facility and provide an overall friendly, fun atmosphere and experience to customers.</p> <p>Ensure that all customer enquiries and problems are dealt with effectively.</p> <p>Understand customer demands to address their needs effectively and as appropriate.</p> <p>Communicate Aquatics initiatives and events to encourage customers to enjoy the benefits of an active lifestyle.</p> <p>Manage difficult customers effectively and professionally.</p> <p>Ensure that all LTS, aquatic and recreation programmes and initiatives are professionally promoted to customers.</p> <p>Provide personal assistance to customers when required and suited to operational procedures.</p>
<p>Ensure personal safety of staff and all customers using the pool facilities.</p>	<p>Complies with all PoolSafe, Health and Safety, PLSA and PLPC Standard Operating Procedures and guidelines.</p> <p>Participate as a member of the Health and Safety Committee as and when directed by the Operations Supervisor.</p> <p>Be up to date with emergency procedures to lead and direct pool side staff and customers on appropriate action as and when required.</p>

	<p>Assist with difficult and non-compliant swimmers regarding unsafe practices and safety hazards when required. Support safety precaution measures and take corrective action when required.</p> <p>Perform inspections to check that water programmes and activities are performed within the parameters of set rules and regulation.</p> <p>Respond to reports from related to potential safety risks to implement immediate corrective action.</p> <p>Ensure that all pool equipment is stored safely and that any movable items are kept in a safe place.</p> <p>Follow PeopleSafe requirements at work and complete the required forms on the same day Direct emergency action plan and procedures established in the event of an emergency.</p> <p>Ensure that high level of personal water fitness as per required standards are maintained.</p> <p>Maintain own competence in both wet and dry rescue techniques as well as first aid and basic life support skills.</p> <p>Assist with activities related to distressed persons, using rescue techniques, procedures and equipment as required.</p> <p>Ensure that emergency medical personnel are contacted in case of serious injury.</p> <p>Complete and maintain records related to incidents, emergency or other medical treatments performed as per required procedures.</p>
Specified aquatics housekeeping standards	<p>Complete regular water testing as per set standards and when required from senior staff.</p> <p>Attend regular training sessions offered to maintain knowledge and skill levels regarding plant, equipment and water quality standards.</p> <p>Report all water tests and treatment.</p> <p>Follow-up on all required testing as directed.</p> <p>Assist with cleaning activities when required.</p>

	<p>Ensure that all cleaning duties are performed as per set standards.</p> <p>Check plant room on a daily basis as directed. Perform plant room duties as per requirements.</p> <p>Inspect and evaluate the physical condition of facilities to determine the type of work required.</p> <p>Ensure facilities are maintained to the highest standard.</p> <p>Complete general pool cleaning and maintenance duties as assigned.</p> <p>Correct any water imbalances as per set standards and as directed.</p> <p>Undertake regular checking, recording and adjusting (if necessary) of pool water in all pools as per standard operational procedures and as directed.</p> <p>Ensure all pool surrounds, amenities and grounds are clean and free of litter, i.e. hosing and cleaning of pools.</p> <p>Take corrective action related to any report of a dysfunction, damage or maintenance requirements.</p> <p>Monitor both water and air temperature checks.</p>
<p>Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.</p>	<p>Additional tasks, duties or responsibilities as directed by the manager.</p> <p>Assist any other department of Council when required and as agreed.</p> <p>Participate and contribute to management support initiatives.</p> <p>Process all Council information as per approved electronic records management system and procedures.</p>
Customer Focus	<p>Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained are maintained with key stakeholders.</p>
Organisational Support	<p>Participates in Emergency Management activities.</p> <p>Approved procedures, information systems and policies are documented and complied with.</p>

	<p>Develop and maintain professional knowledge and contacts.</p> <p>Participates in Council's performance management programme.</p>
<p>Occupational Health and Safety</p> <p>Take all reasonable practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>Demonstrate a personal commitment to Health and Safety in accordance with HDC's Health and Safety Policy</p>	<p>Hazards are identified and control measures followed.</p> <p>Work-related accidents, incidents and illnesses are reported through the HDC health & safety programme PeopleSafe.</p> <p>Emergency procedures are followed.</p> <p>Actively participates in improvements to, and ongoing management of health and safety in the workplace.</p> <p>Personal protective equipment is worn/used correctly, including as required to comply with requirements of contractor controlled worksites.</p> <p>Safe work practices are demonstrated.</p>

DELEGATIONS

Direct Reports	No	
Financial	<p>Annual Operating budgets would apply as approved by the Chief Executive Officer.</p> <p>Will exercise formal delegations in relation to operational, staffing and budget as assigned by the Chief Executive Officer.</p> <p>Statutory delegation would apply as approved from Council from time to time</p>	
Warrants Required:	TBC	
Legislative Function:	Legislation and/or Bylaw	Section and/or Bylaw

COMPETENCIES

A successful Poolside Lifeguard at HDC will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Communication** - Communicate in a clear, confident and articulate manner. Is effective at influencing others.
- **Implementation** - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.
- **Self-Insight** - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.

- **Strategic Agility** - Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
- **Business Acumen**- Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
- **Teamwork** - Supports and collaborates with team members to achieve targets.
- **Mental Power** – Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

EXPERIENCE/QUALIFICATIONS

Essential:

- Hold or be prepared to obtain a current Lifeguard Qualification and First Aid certificate acknowledged by Aquatics Horowhenua.
- Experience in life guarding and knowledge of aquatic facilities would be an advantage.
- Experience in other aspects of aquatic facilities such as reception duties would be an additional advantage
- Applicants should be able to demonstrate good fitness levels, stamina and a strong swimming ability and should be available to pass a physical assessment related to these capabilities.
- Be available to work all shifts of the roster – weekdays, weekends, day and late shifts
- Willingness to undergo pre-employment checks and screenings such as psychometric assessments, drug- and alcohol testing, etc.
- A current and valid NZ driver's license

Job Specific Knowledge and Skills:

- 1st aid
- PLSA/ PLPC
- Core Skills L1 Customer Service & Relations
- AQ in action
- Recreation and Sport (Core Skills) L2
- Recreation and Sport (AQ) Swim education L3
- Water treatment Unit standard 20046
- Advance Water treatment and operations 3-month qualification
- Chemical handler
- Training and certificates needs to be updated within set time cycles as per legislative requirements
- Local Government Act
- Resource Management Act
- Sound knowledge of local government procedures, protocol and policies
- Ability to analyse and establish new policies and procedures
- Ability to communicate on an advanced level.
- Should have an advanced knowledge on the principles of customer care and service, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through written, oral and visual media.

KEY RELATIONSHIPS

Internal:

- Chief Executive
- Group Managers
- Other Council Managers and staff
- Mayor, Councillors and Community Board Members

External:

- ***Schools, Community groups, pool users, Sport and Recreation Clubs***
- Other relevant technical professionals
- Consultants, contractors and developers
- Council's contractors and professional service providers
- The Horowhenua Community
- Local Iwi Groups
- Members of the general public

CIVIL DEFENCE DUTIES

All staff of Horowhenua District Council may be required to undertake Civil Defence duties in the event of an emergency, training will be given as appropriate.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.