

ROLE PROFILE



TITLE: Pool Supervisor
DEPARTMENT: Operations
REPORTING TO: Park Management

GENERAL SUMMARY: To ensure that key tasks are always conducted for the safety and good conduct of bathers at all times. This includes organising of staff to facilitate operational advertised opening times, recruiting, training and development of staff, supervision and organisation of necessary chemicals and materials required and assisting swimmers in difficulty (without entering the pool) and applying resuscitation if required.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Working relationships / Communication

- ✧ Front line role as an ambassador of service for our Guests and Members. Interacts & communicates effectively with all customers, team members & park management team.
- ✧ Role leader – set the high standards expected from all team members. Smile, confident and friendly guest interaction, positive rapport with all owners, guests and members of staff.

2. Key responsibilities

- ✧ Primary responsibility will be for the safety of swimmers in the indoor and/or outdoor pool
- ✧ Monitoring the customers in and around the pool and ensure that Health & Safety standards are always maintained
- ✧ To conduct regular Pool tests ensuring guidelines are adhered to and take appropriate corrective action where necessary. To forecast and anticipate heavy bather load periods and ensure water quality and bather safety is appropriately catered for
- ✧ To carry out duties assisting in the safe and efficient operation of activities within the swimming pool facility.
- ✧ To maintain the companies service standards in relation to hospitality, cleanliness and safety
- ✧ Regular cleaning in all parts of the facility ensuring guests never encounter 'dirty facilities'. Ensuring facilities are always clean and safe at the end of each shift
- ✧ To maintain high standards of customer care at all times and ensure all team members practice the same high standards
- ✧ Ensure a duty of care to self, any other members of staff or contractors and members of the public
- ✧ Supervise bathers within the swimming pool and ensure all users adhere to the applicable rules in force at the time (including any behaviour which could affect theirs or others health & safety or affect the satisfactory use of the facilities by other bathers). To ensure these high standards are monitored and enforced by all team members when on shift
- ✧ To check all equipment and resources and ensure sufficient supply at all times for safe operational use, notifying the line manager of any requiring replacement or repair in good time and ensuring no facilities are used or open to the public in the event of them being unsafe
- ✧ Ensure purchase of goods required remain within approved budget expenditure and best value is sought when seeking purchase of goods, materials and labour
- ✧ Participation in teaching programmes if appropriately qualified
- ✧ To work within the Health & Safety, COSHH and Risk Assessment guidelines at all times

- ◇ To understand and display appropriate signage when carrying out cleaning, testing or chemical dosing duties
- ◇ To be responsible for the safe use of cleaning equipment and related materials, reporting any faults in a timely manner to a Duty Manager

Customer Service / Quality

- ◇ Maintain the service provision in line with South Lakeland Parks standards & expectations
- ◇ Ensure that customers & guests receive a friendly, efficient, consistent & personalised service
- ◇ Maintain standards of personal appearance & hygiene in line with Company requirements
- ◇ Ensure that all Health & Safety, hygiene & COSHH regulations comply with requirements & park rules are observed by team members, owners & guests to ensure their safety & well being when using the park & its facilities

REQUIRED QUALIFICATIONS

1. Knowledge, skills & abilities:

- ◇ Detailed understanding of swimming pool systems, chemical uses when treating water and pool user safety
- ◇ Appointed Person First Aid Certificate desirable
- ◇ Lifeguard qualification desirable
- ◇ Observant and previous poolside experience desirable
- ◇ Able to work flexibly to suit the hours & needs of the business
- ◇ Honest and trustworthy
- ◇ Is able to remain calm and focused in a emergency
- ◇ Strong swimmer
- ◇ Excellent communication skills, able to liase with the customers
- ◇ Self motivator
- ◇ Ability to work on their own

2. Minimum experience / education level:

- ◇ Previous lifeguard experience and Qualification
- ◇ National Pool Plant Qualification
- ◇ Experience within a customer focused environment

HOLIDAYS:

5.6 weeks holiday pro-rata.

NORMAL HOURS:

There are no minimum or maximum hours you will work those hours agreed by the Park Management. This may include weekends, evenings, Bank holidays and school holidays.

PERFORMANCE REVIEWS:

The post holder will be expected to participate in the Performance & Development Scheme, which is currently in place across the company.

Risk Management/Health & Safety at Work

South Lakeland Parks is committed to protect its staff, customers, assets and reputation through an effective risk management process. The post holder will be required to comply with South Lakeland Parks Ltd Health and Safety Policy and actively participate in this process and have responsibility for managing risks and reporting exceptions.

Confidentiality

You are required to observe and sign the Company's policy of Confidentiality and Data Protection of South Lakeland Parks Ltd employee and customer information.

You must also observe your legal responsibilities in handling stored personal data and operation the Company's IT security policies.

Data Protection

Under the Data Protection Act 1998, South Lakeland Parks Ltd advise you that it will be keeping personal information on you for administrative and managerial purposes. To obtain a full list of information retained, you can contact the Human Resources Department, South Lakeland Parks Limited, Helme Bank, Helme Lane, Natland, Kendal, LA9 7PS.

South Lakeland Parks Ltd will only disclose personal details on you to relevant departments within Company. You will be informed of any disclosure request of personal details made unless an exception is made. An example of an exemption is an Inland Revenue or DSS request

Note

This role profile is intended to identify key responsibilities only. Specific objectives will be agreed annually. It is a guide to the nature & main duties of the job & is not intended as a wholly comprehensive or permanent schedule. The order in which duties & responsibilities are listed is not significant.

This role profile is current as at the date shown below. In consultation with the post holder it is liable to variation to reflect or anticipate changes in or to the role.

Revised by: Briony Taylor

Date: 4 August 2009