

JOB DESCRIPTION

Post Title: Aqua Park Lifeguard/Trainee Aqua Park Lifeguard

Reporting to: Aqua Parcs General Manager/Assistant Manager

Full/Part Time: hours to be confirmed

Salary: £6.25-£10.00 Per hour (based on age and experience)

Place of Work: Willen Lake, Milton Keynes, V10 Brickhill Street, MK15 0DJ

Job Purpose & Objectives

1. To supervise and assist the Aqua Park guests.
2. To be responsible for the health and safety of users of facilities.
3. To ensure the best possible value and enjoyment is provided to all visitors to the Aqua Park.
4. To be a productive member of the Aqua Parcs team.
5. Promote ethos of excellence in guest services in line with the Aqua Parcs vision.

Main Duties & Responsibilities

1. To contribute to the operation of the Aqua Park in a professional and business orientated manner, in accordance with Aqua Parcs Limited aims and objectives.
2. To ensure that the highest level of guest service is being delivered at all times, by all team members recognising and communicating its importance and relevance to the success of Aqua Parcs.
3. To supervise the guests on the Aqua Park and surrounding areas, ensuring their safety and discipline.
4. To carry out Aqua Park supervision duties and other duties in accordance with the operational procedures.
5. To provide guests with a safe environment and comply with all safe systems of work.
6. To ensure all park equipment and machinery is operated in accordance with instructions.
7. To comply with all health and safety regulations.
8. To maintain high levels of hygiene and cleanliness throughout the site and prepare the facilities for guest use.
9. Ensure that guest comments and complaints are handled professionally, with issues dealt with in accordance with operational procedures and recorded.
10. To cover, as appropriate and in accordance with training and experience, other areas of the site, including, reception, sales, marketing and special events and any activity hosted by Aqua Parcs.
11. To fully participate in the performance review process, training, and personal development planning.
12. Undertake training as necessary in line with the requirements of regulations to ensure the development of the post and agreed with the Management team. Occasionally training or meetings are organised outside normal working hours; the post holder will be expected to attend whenever reasonably practicable.
13. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
14. To contribute positively to the effectiveness and efficiency of the teams in which the postholder works.

15. To undertake any other duties at the request of the Management Team which are correspond to the role, including project work, internal job rotation and absence cover.

Person Specification

Essential	Desirable
Qualified or willing to qualify* as RLSS Open Water Lifeguard. (NPLQ holders will also be considered, when willing to complete additional course)	Leisure industry background
IT Skills	Working knowledge of office software
Ability and understanding of how to relate to customers of all ages	Good administrative skills
Ability to work proactivity in all areas of operation.	Experience in a leisure facility or Aqua Park
Ability to work as part of a team and also to work on own un-supervised.	A good working knowledge of health + safety
Confident presenting to groups of people and giving instructions	Current first aid at work qualification
Available to work weekends and bank holidays.	Experience working with Aqua Park inflatable obstacles including repairs.
Approachable and friendly manner	Hold a valid RLSS NPLQ (you may be required to take part in a 1 day OWL add on)

*Taking part in an RLSS Open Water Lifeguarding Qualification has the following requirements:

- 16+ years of age
- Able to swim 400m unaided
- Able to tread water for 2 minutes +
- Can jump into deep water

Trainee Lifeguards:

Trainee lifeguards will be required to take part in an Open Water Lifeguard (OWL) course and pass before their first shift at a cost of £160 +VAT for the full course. Applicants with existing, valid NPLQ will be required to do a one day Recognised Prior learning course for the cost of £60 + VAT. The course is valid for 2 years and we will help to keep your training up to date so you can renew if you wish too.