

Position Title

Supervising Lifeguard

Award Classification

Dorset Council Enterprise Agreement 2022, or any applicable Agreement that replaces it.

Date Reviewed

August 2025

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We foster a solutions-driven environment that embraces innovation and inspires fresh approaches in adapting to, and creating, change.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We engage in open dialogue, whilst accepting there will be differences of opinion.

Financially Responsibility

We deliver services to the community in a sustainable and strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

- Provide frontline customer service in an efficient, resourceful and professional manner;
- Oversee the efficient running of the Scottsdale Aquatic Centre (**Aquatic Centre**) and coordinate task schedules in the absence of the Aquatic Centre Manager;
- Lead Lifeguards and Pool Attendants to ensure a high level of service, safety and facility presentation is delivered to patrons of the Aquatic Centre;
- Provide mentoring and guidance to Aquatic Centre Lifeguards and Pool Attendants.

Key Responsibilities and Performance Requirements

Lifeguarding

- Supervise patrons in the use of the Aquatic Centre to ensure maximum safety and enjoyment for members, guests and user groups;
- Supervise Pool Lifeguards and Pool Attendants on duty, providing leadership, supervision, in service training, direction and advice to all staff;
- Respond to customer queries regarding the use of the Aquatic Centre and provide clear, concise and relevant advice to patrons as required;
- Opening/closing and preparing and maintaining the venue for use;
- Be responsible for effectively and promptly responding to emergency situations, provision of First Aid/CPR if required and completion of incident reporting;
- Coordinate the water testing, general cleaning and other miscellaneous maintenance duties schedules, including delegating tasks to appropriately trained and qualified staff as required;
- Respond to customer feedback and complaints in order to identify and address problems or potential problems which may affect the efficient operation of the Aquatic Centre;
- In the absence of the Aquatic Centre Manager, implement the Aquatic Centre emergency management plan in the event of any accidents, incidents or other situations that require enactment of the plan;
- Report risks or potential risks identified within the Aquatic Centre to the Aquatic Centre Manager within agreed timeframes.

Aquatic Centre Operations

- Deal efficiently, accurately and professionally with all enquiries to achieve a positive customer service experience;
- Supervise and assist Aquatic Centre users and staff with a range of services including point of sale, cash handling functions, retail, kiosk sales, barista duties and general enquiries;
- Have a comprehensive knowledge of Aquatic Centre functions and products and promote and provide quality customer care at all times;

Key Responsibilities and Performance Requirements

- Perform accurate point of sale, cash handling and reconciliation functions;
- Ensure all record keeping is accurate and details are maintained confidentially;
- Maintain a professional kiosk and retail area that includes the restocking of shelves and neat presentation of all stock/merchandise;
- Cleaning of Aquatic Centre facilities including toilets, change rooms, kiosk and general areas in accordance with the duties list and/or as directed by the Aquatic Centre Manager;
- Assist with the performance of maintenance tasks in accordance with the Maintenance Duties Schedule as directed by the Aquatic Centre Manager;

Other

- Perform all duties in a manner which is without an unacceptable level of risk to your own health and safety, other employees, customers or the community in general;
- Demonstrate a proactive approach to professional development by seeking and engaging in opportunities to build role relevant skills and knowledge;
- Proactively contribute to induction processes, including your own, to ensure that newcomers receive effective support and guidance, facilitating their learning and integration into the team;
- Comply with any direction or education provided by Council to safeguard the safety and well-being of vulnerable individuals, including children and young people;
- Maintaining a working knowledge of legislative requirements and Council's policies and procedures that relate to the role;
- Comply with and promote compliance with Council's policies and procedures and any reasonable and lawful direction given by a leader in relation to the same;
- Other duties as reasonably directed by the Aquatic Centre Manager that are within the scope of the role and appropriate to the employee's level of training, experience and skills.

Organisational Relationships

Reports To

- Aquatic Centre Manager

Internal Liaisons

- Management Team
- Council Employees
- Councillors

External Liaisons

- School groups
- Members of the public
- Private and professional organisations

Accountability, Authority, Judgement and Decision Making

- Authority and responsibility to carry out all functions, duties and responsibilities in accordance with Dorset Council's requirements of the Supervising Lifeguard.
- Accountable to the Aquatic Centre Manager for the performance of duties.

Essential Skills and Knowledge

Qualifications and Accreditations

- Nationally recognised Pool Lifeguard accreditation;
- Provide First Aid (HLTAID011 includes CPR and Basic Life Support) certificate;
- EHA Food Safety Level 1 (Section 1) training;
- Working with Vulnerable People accreditation.

Skills and Attributes

- Minimum 2 seasons of lifeguarding experience required;
- Minimum 1 year of supervisory experience required;
- Excellent customer service skills, presentation and attitude;
- Strong organisational and administrative skills and a proven ability in determining priorities, making sound judgements, coordinating activities and meeting deadlines without supervision;
- High level of time and task management skills;
- Effective verbal and written communication skills;
- Leadership skills and ability to gain cooperation from others;
- Demonstrated conflict resolution and problem solving skills;
- Ability to assess risk, implement strategies to mitigate risk and act quickly;
- Decisiveness and ability to make decisions under pressure;
- Ability to work as part of a cohesive team along with excellent communication skills enabling a professional relationship with customers and the broader team;
- A standard of health and physical capability sufficient to meet the inherent requirements of the role.

Personal Attributes

- Ability to maintain an appropriate level of fitness throughout employment;
- Energetic, motivated and enthusiastic;
- Personable and able to contribute to an enjoyable recreational experience for patrons;
- Passion for water safety;
- A positive 'can-do' attitude and willingness to learn;

Personal Attributes

- Flexibility, adaptability, resourcefulness and initiative;
- Ability to build and maintain co-operative relationships;
- Ability to work flexible hours, including weekends and Public Holidays.

I, _____ (*name*) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____