

Position description

Lifeguard / Facility Operations

Our vision

Kia mahi ngātahi mō Pōneke mō tōna ā āpōpō
Working together for Wellington's future

Our values



He tangata, he tangata, he tangata
We put people at the heart of what we do



Whakapai ake
We're always improving



Mahi ngātahi
We collaborate



Mana tiaki
We care for our places

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Role details

Directorate	Customer & Community	Business unit	Parks, Sport & Recreation
Reports to	Team Leader Operations	Location	

The role of the pool is to provide a comprehensive, aquatic sport, recreation and leisure venue offering a range of leisure, recreational, educational, cultural, social and entertainment programmes and opportunities for people of all ages, interests and abilities.

The purpose of the role is to work as part of the facility team to deliver a high standard of customer service and facility presentation. Maintain a safe and enjoyable environment and respond in the event of an emergency.

What you'll do

Accountabilities	Responsibilities
Customer Service	<ul style="list-style-type: none"> • Provide clear and accurate information to customers about the facility services and programmes. • Provide effective customer care and consideration ensuring a positive, welcoming, helpful courteous manner at all times to all customers. • Proactively develop and maintain positive relationships with facility customers and user groups. • Encourage and respond positively to customer feedback, seeking assistance from team leaders when required. • Carry out customer service according to Recreation Wellington protocol and standards.
Pool Lifeguarding	<ul style="list-style-type: none"> • Carry out pool Lifeguarding according to Recreation Wellington protocols and standards. • Identify and respond to emergencies according to Emergency Action Plans.
Reception and Administration	<ul style="list-style-type: none"> • Carry out administration duties according to procedure and to specified standards. • Submit accurate and legible timesheets. • Carry out any other administration tasks requested by the team leader and necessary in the effective management of the facility. • Provide efficient and accurate reception service, including fee collection, retail sales, stock control, dissemination of information, reconciliation and preparation for banking of all money received
Facility Identity	<ul style="list-style-type: none"> • Actively commit to working as part of the "facility team" to ensure a co- operative and friendly work environment. • Attend and participate in team meetings and contribute constructively to discussion that promotes a "Feeling Great" work environment. • Show respect for all facility team members. • Assist in the delivery of programmes and events
Facility Presentation	<ul style="list-style-type: none"> • Proactively carry out all cleaning duties according to procedure and to meet specified standards.
Training	<ul style="list-style-type: none"> • Maintain personal levels of competence sufficient to carry out unassisted first aid to customers or fellow team members as required. • Maintain personal levels of competence in aquatic rescue techniques sufficient to perform unassisted water based rescue in any area of the pool. • Attend all scheduled in house training on request. • Maintain Emergency Response and First Aid qualifications relevant to the position.
Quality Assurance	<ul style="list-style-type: none"> • Carry out water testing and record test results. • Carry out plant monitoring and assist with adjustments and maintenance as required. • Accurately record water test and plant check results.
Health and safety	<ul style="list-style-type: none"> • Take responsibility for your work environment; identify hazards and risks to ensure they are addressed. • Take all reasonable and practical steps to ensure the safety of customers and other team members affected by your work.

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- Co-operate fully in meeting the health & safety requirements of the facility.
 - Through effective supervision and education ensure customers use facility equipment, services and activities safely.
 - Reporting all accidents, including near misses, whether or not these accidents involve injury
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Qualifications and experience

Qualifications	<ul style="list-style-type: none"> • First Aid Certificate • Customer Service Certificate • Pool Lifeguard Practising Certificate (PLPC)
Experience and knowledge	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> • Experience in a customer service or retail environment is desirable but not essential

Role dimensions

Reports

Direct reports	Nil	Indirect reports	Nil
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DFA Level	Nil	Budget	Nil
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Key relationships

Internal	<ul style="list-style-type: none"> • Facility Manager • Team Leader Operations • Facility In Charge • Other Facility Staff • Other Recreation Wellington Staff 	External	<ul style="list-style-type: none"> • Facility Customers • Contractors and Suppliers
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Ki Te Hoe – Core Capability Level	Individual Level Contributor – Expertise is required to perform the role, and working with other people to deliver results. For more details on the capabilities required for an Individual Level Contributor check out our core capability framework .
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Last reviewed	August 2013
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Overview of core capabilities

Category	Capability	Description
Expertise	Specialist expertise	Show technical expertise as required by your role.
Decisions	Analytical skills	Analyse information to solve problems and make decisions.
	Making our vision real	Support the Council to achieve its vision and priorities.
Results	Achievement drive	Show ambition and initiative, and take accountability.
	Performing and delivering	Plan and organise to deliver results and improve how work is done.
	Customer engagement	Engage effectively with our customers to understand and respond to their perspectives and needs.
	Managing risk	Identify risks and take action to manage them.
	Health and safety	Identify risks to health, safety, and wellbeing, and take action to manage them.
Influence	Communicating	Communicate clearly, respectfully and with impact.
	Assertiveness	State your views plainly and resolve conflicts directly.
	Persuasiveness	Persuade and inspire others.
	Political acumen	Work effectively within the local government context.
People	Connecting	Show empathy, listen actively and connect with others.
	Collaborating	Build relationships and work with others to achieve common goals.
	Inclusiveness	Work inclusively with people from different backgrounds and with different abilities.
	Mātauranga Māori	Show knowledge of our Treaty obligations, te reo, tikanga, and kaupapa Māori.
	Developing self and others	Invest in your personal development and developing others.