



# University of Liverpool

## LIFEGUARD

**Job Ref: 043366**

Directorate of People and Services. Facilities, Residential and Commercial Services. Sport Liverpool

Location: Sports & Fitness Centre

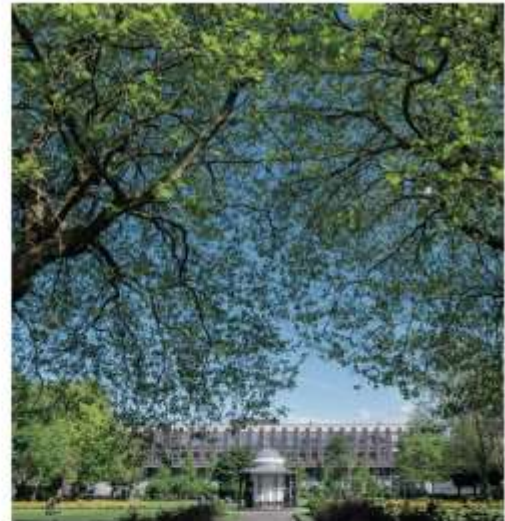
Grade: 2

Salary: £17,901 - £18,530 pa plus shift allowance

Hours of Work: Average of 35 hours per week

Tenure: Permanent

Shortlisting and interview arrangements are the responsibility of the recruiting Department. Please contact Greg Martin on 0151 795 7541 email: [greg.martin@liverpool.ac.uk](mailto:greg.martin@liverpool.ac.uk) for all enquiries.





*UK leader*  
in social mobility.



*Russell Group*  
Member of the Russell Group.



*At the forefront of*  
innovation and discovery.



*Nobel Laureates*  
Associated with nine Nobel Laureates.



*Investing*  
in our campus.

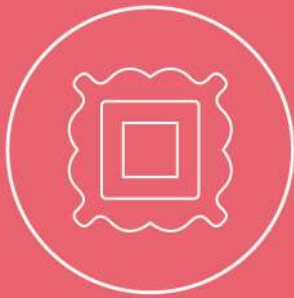


*Global links*



# Affordable

Based in the 2nd most affordable UK city.



More galleries and museums than any UK city outside of London.



Birthplace of The Beatles and home to two Premier League Football clubs.



# 33,000

33,000 students, 7,500 of whom travel from all over the world to study here.





## Job Role



### ROLE

To work as part of a team to provide the highest levels of customer service for users of the University Sports & Fitness Centre, particularly in relation to the safety of bathers and the cleanliness of all areas of the building.

### RESPONSIBILITIES

- The provision of an effective and efficient service to all staff, students and members of the public.
- To ensure that the sports centre facilities, including the swimming pool are maintained to recognised safety standards, for customers and employees to use at all times.
- To assist customers and colleagues with enthusiasm at all times.
- To comply with all statutory and University health and safety requirements including the department's policies and procedures and to act responsibly in maintaining a safe working environment for everyone using the facility.
- To help promote the department's user policies and serve as a channel for important customer feedback as necessary.
- To follow the Normal Operating Procedures (NOP's) and Emergency Action Plan (EAP) as well as other policies and guidelines that the department may introduce from time to time.

### DUTIES

- To undertake specified life guarding duties as set out in the sports centre's NOP's and EAP.
- To monitor and undertake regular pool water tests, and to report any anomalies to the Supervisor.
- To set up/down equipment promptly before and after scheduled activities as required.
- To check the daily operational requirements of the building and, in liaison with the Duty Supervisor and other Sport Liverpool colleagues, ensure that all tasks are carried out to the highest possible standard.
- To ensure that all areas/equipment within the building are cleaned and maintained to the highest standard.
- To carry out regular building and equipment checks, to ensure that everything is in good and safe working order. Complete all the necessary documentation, reporting faults or defects to a Supervisor accurately and in a timely fashion so that repairs/maintenance can be carried out as quickly as possible.
- To record and report to a Supervisor all customer enquiries and complaints citing any action taken to resolve the situation.
- To clean all areas of the sports centre and swimming pool hall, so that the department's health and hygiene standards are maintained at all times. This may include on occasions, the immediate external environment of the building.
- To provide essential cover as necessary for absent colleagues due to holidays, sickness and other unforeseen circumstances.

- To complete all necessary documentation and processes as specified in the NOP, EAP and other departmental policies, procedures and guidelines.
- To undertake dedicated cleaning of male or female changing rooms, showers, toilets and all associated areas.
- To undertake regular NPLQ training on and off site and to update yourself with relevant developments and changes within the industry so that the department can adapt and maintain continuous improvement.
- To assist senior staff when consulted about changes and improvements to the service.
- This list is by no means exhaustive and may be reviewed from time to time due to customer demands and other constraints in consultation with all parties concerned.

## **SKILLS & KNOWLEDGE**

- Good verbal and written communication skills.
- Good knowledge of health and safety regulations relating to sports and recreation especially swimming pools.
- Ability to concentrate for long periods whilst retaining the ability to pay attention to detail.
- Ability to control individuals/crowds issuing clear concise instructions to colleagues and others as necessary.
- Ability to deal with customers in a courteous, orderly and helpful manner.
- Ability to adapt to the demands of a different working environment quickly.
- Relevant knowledge and/or expertise to work without direct/continuous reference to others.
- Good interpersonal and communication skills.

## **PERSONAL ATTRIBUTES**

- Dependable, punctual, reliable and consistently producing high quality / quantity of work.
- Ability to work shifts, and to cover for absent colleagues at short notice.
- Adaptable in work practices to improve operational performance.
- Good personal organisation, presentation, enthusiastic and positive approach.
- Ability to work in a team and on own initiative.
- Ability to undertake further training and quick to learn.
- Possession of the basic knowledge, skill and experience required for the job and the ability to use these to discharge their role effectively and efficiently.

# PERSON SPECIFICATION

## Essential Criteria

## Desirable Criteria

(Identified from – Application form, CV, Supporting Statement, Interview, References)

### Experience

1.1	Experience in a leisure environment or similar busy customer facing role	Relevant experience working in a swimming pool within the leisure industry
1.2	Cleaning experience	

### Education, Qualifications and Training

2.1	Current RLSS UK National Pool Lifeguard Qualification (NPLQ) (For exceptional candidates – the ability to gain qualification within three months)	NVQ Sports & Recreation Level II or equivalent Relevant coaching qualifications / experience
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### Skills, General and Special Knowledge

3.1	Excellent knowledge of the Rules of the Swimming Pool	
3.2	Knowledge of Health & Safety	
3.3	Detailed knowledge and understanding of NOP and EAP's	
3.4	Good verbal and written skills	
3.5	Good interpersonal and communication skills	
3.6	Good numeracy skills	

### Personal Attributes and Circumstances

4.1	Enthusiastic and well presented	
4.2	Professional, adaptable and flexible approach to work	
4.3	Reliable and punctual	
4.4	Ability to work in a team and on own initiative	
4.5	Interest in further training and career development	
4.6	Ability to work unsociable hours	
4.7	High level of drive and self-motivation	
4.8	Ability to undertake duties which include a high degree of physical activity	

### Manual Handling

The post involves bending, stretching and the manual handling of loads up to 15kg. A system to control the risks is in place. You will be required to complete a health questionnaire. Appointment will be subject to Occupational Health screening.

### DBS

As the work involves working with young people and / or vulnerable adults, you will be asked to make a Disclosure & Barring Service check.



## How to Apply



To apply for a Vacancy at the University you must register on the University of Liverpool E-Recruitment site, <https://recruit.liverpool.ac.uk>

If you have any queries relating to applying for a Vacancy please contact the Recruitment team by email – [Jobs@liverpool.ac.uk](mailto:Jobs@liverpool.ac.uk)

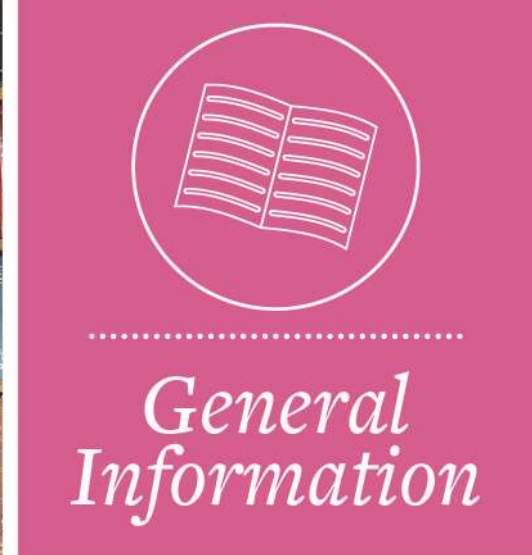
### Acknowledging your application

Once you have submitted your application you will receive an automatic acknowledgement. Your application can be viewed at any time in the Application History section of your E-Recruitment Account.

### Outcome of applications

**Vacancies at the University often attract a large number of candidates and it is not always possible to respond individually to every application. If you have not heard from the recruiting department within 6 weeks after the closing date please take it that your application has not been successful.**





### [Asylum & Immigration](#)

The University will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Please be aware that you will be required to bring your passport (and visa if applicable) to interview so that it can be copied and verified by a member of the Selection Panel. For posts requiring a recognised degree level or equivalent qualification, and where there is no suitable UK or European Economic Area candidate, the University will take the necessary steps to secure UK Visa and Immigration permission for a foreign national to take up employment.

Should a candidate require a Certificate of Sponsorship in order to take up a post they will need to meet the Home Office Tier 2 Points Based Criteria. A self assessment tool can be found on the UK Visa and Immigration website: <https://www.points.homeoffice.gov.uk/gui-migrant-jsf/SelfAssessment/SelfAssessment>.

A candidate may also be required to undertake an English Language test prior to commencing work at the University. Details of Home Office approved tests can be found at: <https://www.gov.uk/government/publications/guidance-on-applying-for-uk-visa-approved-english-language-tests>

Further information on the eligibility criteria for Certificates of Sponsorship can be found at: <https://www.gov.uk/tier-2-general/eligibility>.

### [National Insurance Number](#)

All employed individuals must possess a UK National Insurance Number. Further information and how to apply for a unique National Insurance Number can be found at: <https://www.gov.uk/apply-national-insurance-number>

### [Diversity and Equality](#)

The University of Liverpool is committed to diversity and equality of opportunity. All employees and applicants for jobs will be considered on their abilities and will not be discriminated against on the grounds of age, caring responsibilities, colour, disability, employment status, gender, gender identity, marital status, nationality, race or ethnic origin, religion or belief, sexual orientation, socio-economic status or any other irrelevant distinction. Training is available to support career progression within the University.

### [Two Ticks Disability: Guaranteed Interview Scheme \(GIS\)](#)

The University of Liverpool is committed to the employment of disabled people, and as part of our commitment, we guarantee to interview all disabled applicants who meet the essential criteria for a post and consider them on their abilities. If your disability prevents you completing the application form by the specified closing date, or when the vacancy closes early, due to a high volume of applications, please call the Recruitment Team to discuss alternative arrangements. <http://www.liv.ac.uk/working/jobvacancies/guaranteedinterviewscheme/>

### [Micah Liverpool Programme](#)

The University of Liverpool supports the Liverpool Anglican Cathedral Micah Liverpool Programme. Applicants who have successfully completed the programme and meet the essential criteria for the post will be offered a guaranteed interview. Please note that individuals will be confirmed through the Micah Liverpool Programme directly. <http://www.liverpoolcathedral.org.uk/home/micah-liverpool.aspx>

### [GiveGetGo Volunteer Programme](#)

Applicants who have successfully completed the GiveGetGo Volunteer Programme at the University in Partnership with the Transform Lives Company who meet the essential criteria for the post will be offered a guaranteed interview. Please note that individuals will be confirmed through the GiveGetGo Volunteer Programme directly.

<https://www.liverpool.ac.uk/working/jobvacancies/givegetgo/>

### [Accessibility](#)

If you require copies of documentation in alternative formats, for example, large print or Braille, please contact [jobs@liverpool.ac.uk](mailto:jobs@liverpool.ac.uk) or telephone 0151 794 6771.

If you have any other requirements which will help you access the application or interview process or employment opportunities at the University of Liverpool, please let us know by contacting [jobs@liverpool.ac.uk](mailto:jobs@liverpool.ac.uk) or telephone 0151 794 6771.

### [Pension](#)

Information about The Occupational Pension Scheme associated with this appointment can be found [here](#). You are encouraged to familiarise yourself with the full particulars of the scheme.