**King’s Rochester Pool Supervisor**

1. **RESPONSIBLE TO**: King’s Rochester Sports Centre Manager
2. **ROLE OVERVIEW**

• A lifeguard is responsible for the cleaning, preparation and general safety of areas in the pool area. In ‘wet-side’ facilities they will have a responsibility for the safety of customers in the swimming pool and its surrounding areas. In all areas, the role will be the first point of contact with customers and will need strong communication and social skills.

* Pool Supervisors are in complete control of the Pool and members are to carry out any reasonable instructions given. Any member violating these conditions or acting in a way detrimental to the interests of the Parent Club shall be, at the discretion of the Supervisor, sent out of the Pool and reported to the Sport’s Centre Manager.
* All persons using the Pool must be School Staff, Pupils, Club members or other agreed users.

1. **SPECIFICALLY** 
   1. **Principle Responsibilities**

* Preparing activity areas to include the safe setting up/dismantling of equipment and ensuring that all equipment is stored safely and securely when not in use.
* Testing of the pool water to ensure it remains within the recommended boundaries
* To complete backwash of the pool, as per directed by the pool policies.
* Liaison between external pool bookings and internal staff members.
* To familiarise yourself with the lone working policy and to adhere to its guidelines and suggestions.

• Monitoring and helping to maintain a safe and comfortable pool environment by implementing organisational maintenance and cleaning schedules.

• Ensuring the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and other cleaning tasks when required.

• Assisting customers with enquiries in a friendly and effective manner, proactively developing and maintaining high standards of customer care.

• Resolving customers’ problems, including situations where there is disagreement over the actions and outcomes involved.

• Following Normal and Emergency Operating Procedures.

• Accurately filling in forms or reports relating to their normal duties.

• Taking occasional responsibility for the induction and development of new members of staff.

• In a wet-side facility, supervising the safety of the swimming pool environment and working to prevent accidents and emergencies.

• Meeting the training and development requirements of the job role.

• Working within the job role description at this level, recognising the standards and professional limitations that this provides, referring to appropriate members of staff for guidance and support.

**3.2 Other Responsibilities**

• To administer First Aid as required.

• To act in accordance with, and actively promote, Roffa and King’s Rochester policies and standards.

• To undertake any other duties commensurate with the post’s level of responsibility

1. **OTHER REQUIREMENTS**

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and/or Interview/ Assessment):

**4.1 Skills**

• The ability to deal with customers and their queries and concerns with tact and sensitivity.

• The ability to work as individually and under instruction.

• The ability to undertake routine maintenance and cleaning.

• The ability to deliver high quality service with little to no supervision.

**4.2 Knowledge**

• Good understanding of the characteristics and qualities that customers want from the pool environment

• Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations.

• Understanding of Standard Operating Procedures and Emergency Action Plans

**4.3 Experience**

• Experience of achieving results and making a difference to customers

**4.4 Behaviours**

• A dynamic individual with a ‘can do’, results driven approach and attitude.

• An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation.

• Demonstrates trust, openness and respect in dealing with people.

• Flexible approach to tasks and workload.

**4.5 Other**

• Able to work unsocial hours

• Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends

**Method of Application**

All applications must be made on the KRSC application form, together with a covering letter and CV (if you have one). Please send your application to [mmalone@kingssportscentre.co.uk](mailto:mmalone@kingssportscentre.co.uk), or by post to: Mike Malone, Centre Manager, King’s Rochester Sports Centre, 601 Maidstone Road, Rochester, Kent ME1 3QJ. Please call 01634 818422 if you require any further information on the vacancy.

Rochester Sports Centre is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

All disabled applicants who meet the minimum requirements of the job as set out in the job description and employee specification will be guaranteed an interview.

King's Rochester Sports Centre fulfils all its responsibility under current Child Protection and Safeguarding legislation and in accordance with good practice in the care of young people, especially those living away from home. Candidates will be expected to complete and allow checks on their background and identity, including checks with referees. Appointment will be conditional upon these and a successful enhanced DBS check.