**SENIOR LEISURE ATTENDANT / LIFEGUARD**

**Reporting to Duty Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

You are responsible for delivering excellent customer service to Trafford Leisure customers and staff.

You will take responsibility for the delivery of creating a first-class impression for the customers you welcome to your facility ensuring they enjoy a safe and professional service whilst using the facilities.

Your role ultimately will contribute to the delivery of the sites service to our customers keeping us at the forefront of leisure provision and generating growth and development for the continued success of the business.

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programs

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

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| 1. Delivering excellent customer service to all who come into the centre |
| 1. Support the Duty Manager in all duties required to ensure the operational management of the centre including opening and closing, and being the face of the centre in the Duty Manager’s absence |
| 1. Handling difficult situations and coaching the team in how to handle these independently to ensure resolution |
| 1. Playing your part in communicating with other teams to ensure that services and products we provide to our customers, both internal and external, are consistent and of a first class standard |
| 1. Working with your Manager to continuously improve the service, feeding in your knowledge and ideas to make sure that we are meeting the needs of our customers |
| 1. Giving a warm welcome to all those who enter the centre and ensuring enquiries are dealt with efficiently and to full satisfaction of the customer |
| 1. Supporting your Centres sales and retention initiatives using your interpersonal skills and ability to communicate with people to generate leads and retain existing customers |
| 1. Ensuring that equipment is at first class standards in safety and cleanliness |
| 1. Preparing activity areas and equipment to meet the needs of the programme |
| 1. Ensuring the safety of our swimming customers by providing first class lifeguard support |

**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. First Aid Qualification |
| 1. RLSS Pool Lifeguard Qualification |
| **EXPERIENCE** |
| 3. Previous experience in a busy leisure environment |
| **SKILLS AND ABILITIES** |
| 4. Problem solving, and solution focussed ability |
| 5. Confident in using ICT Systems i.e. Microsoft Office, Social Media (Gladstone, Plus 2 etc). |
| 6. Remain calm and resilient when faced with challenging situations. |
| 7. Proven ability to communicate effectively, building positive relationships with customers, colleagues and partners |
| 8. A passion for excellent customer service. |
| **KEY BEHAVIOURS** |
| 9. Being vigilant at all times |
| 10. Self-motivation and personal drive to improve self-growth - keep up to date with new protocols , Allergy updates and latest trends. |
| 11. Flexible, creative, and innovative to meet the needs of the business. |
| 12. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 13. Excellent time management required |
| **OTHER** |
| 14. If required, a willingness to consent to and apply for an enhanced disclosure check. |
| 15. Ensure the safety and well-being of all individuals by adhering to safeguarding policies, and promptly alert the Safeguard Lead of any concerns, incidents, or potential risks. |

**25.07.24**