**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. Provide exceptional customer service to everyone who visits the centre, ensuring a positive experience for all. |
| 1. Greet all visitors with a friendly, warm welcome, promptly addressing enquiries and ensuring they are fully satisfied with the assistance provided. |
| 1. Collaborate with your Manager to continuously enhance service quality, sharing insights and ideas to ensure we effectively meet the needs of our customers. |
| 1. Ensure the safety of swimming customers by providing reliable lifeguard support and maintaining vigilant supervision. |
| 1. Support the centre’s sales and retention efforts by leveraging your interpersonal skills to engage with customers, generate leads, and foster lasting relationships with existing clients. |
| 1. Maintain equipment to the highest standards of safety, cleanliness, and functionality. |
| 1. Communicate effectively with colleagues and the wider team to ensure the services and products we offer to both internal and external customers are consistent, high-quality, and meet expectations. |
| 1. Prepare activity areas and equipment in alignment with programme requirements to ensure smooth operations. |

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

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| **EDUCATION AND QUALIFICATIONS** |
| 1. RLSS Pool Lifeguard Qualification |
| **EXPERIENCE** |
| 2. Previous experience in a leisure environment is desirable |
| **SKILLS AND ABILITIES** |
| 3. Problem solving, and solution focussed ability |
| 4. Confident in using IT Systems i.e. Microsoft Office, Social Media (Gladstone, Plus 2 etc). |
| 5. Strong attention to detail in monitoring the pool area and identifying potential hazards. |
| 6. Proven ability to communicate effectively, building positive relationships with customers, colleagues and partners |
| 7. A passion for excellent customer service. |
| **KEY BEHAVIOURS** |
| 8. A proactive approach to ensuring all safety standards are adhered to and acting quickly in the event of an emergency. |
| 9. Being vigilant at all times, particularly when around the pool areas |
| 10. Ability to be flexible and adapt to changing or challenging situations. |
| 11. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 12. Excellent time management required |
| **OTHER** |
| 13. If required, a willingness to consent to and apply for an enhanced disclosure check. |
| 14. 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. |
| 15. Willingness to attend regular training sessions to maintain qualifications and stay up-to-date with procedures. |

**03.03.2025**