UNIVERSITY OF WARWICK

Job Description

Job title	Lifeguard
Department	Warwick Sport
Grade	FA2

Job purpose (a brief summary of the role)	The role of a Lifeguard is to provide excellent levels of customer service, supporting the reception team and supporting the delivery of great events across all Warwick Sports facilities. The role also requires building our customer and membership base, whilst providing a safe and clean environment for customers and to support Warwick Sport in its vision of creating the most active campus in the UK by 2025.
Duties and responsibilities	**Mission, Vision, and Values** • Working as part of a team, jointly support all aspects of all sports facilities providing a high-quality customer service to all users in accordance with the Warwick Sport Team Guide, Normal Operating Procedures and Emergency Action Plan. • Support the Warwick Sport department in its delivery of its mission, vision, and objectives to increase participation, significantly contribute to the staff and student experience and provision of an outstanding customer experience. **2. Customer Experience** • To provide exceptional customer service to all visitors to all sports facilities. • To provide a welcoming and safe environment for all visitors • Be responsible for the day-to-day presentation of playing and all other areas of sports facility buildings, ensuring displayed information is up to date, relevant and accurate and that each area is safe, clean and in a condition to provide a high-level customer experience. • To ensure that appropriate and quality sports equipment is available for hire/purchase. • To upsell and provide accurate, informed and up to date details of Warwick Sport membership schemes, products and services making recommendations where appropriate. • To deal with all customer enquiries both face to face and over the telephone using own judgement and initiative as required. • To take the initial stresses of any customer complaint and to use tact and diplomacy to offer rectification, or to ask for help from the Duty Manager if this is not possible. **3. Quality Systems and Processes** • To efficiently and effectively operate the tills and computerised booking system. • To ensure that the daily cleaning and safety checks of all sports facilities are carried out according to recommended guidelines and report any issues where relevant.

- To assist with the management of control of access to all sports facilities.
- To undertake regular training as required in job related areas as well as maintaining necessary qualifications.
- To undertake any other duties and responsibilities in line with the grade of the post as directed by the Duty Managers or Departmental Management Team.
- Assist with basic administrative tasks in support of other Warwick Sport teams.

4. Operations

- According to the resource planner, rotate around all sports facility buildings, Sports Centre, Games Hall, Cryfield Centre and Tennis Centre, and separate areas within each, working at Reception areas and carrying out daily checks at each plus performing any other duties as directed by the Duty Managers.
- To act as a Lifeguard according to the Warwick Sport normal operating and emergency action plan procedures including regular checking of safety equipment.
- To take and record regular water tests and take relevant action when necessary
- To act as first aider for all sports facilities.
- To be aware of and pro-actively enforce and monitor high standards of health and safety with regard to all facility users as well as colleagues.
- To support all areas of the Warwick Sport Team as and where appropriate in offering opportunities across sport and active lifestyles to the university community.

5. Marketing and Communications

- Assist in the communication of relevant information to customers and to other department teams regarding operational and promotional matters.

The duties and responsibilities outlined are not intended to be an exhaustive list but provide guidance on the main aspects of the job. You will be required to be flexible in your duties.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Lifeguard skills (valid qualification to be gained within 3 months if not already held) which is funded by Warwick Sport.	A,B & C
E2	Excellent customer service skills.	A,B & C
E3	Excellent communication and interpersonal skills.	A & C
E4	Experience of working in a customer-focused role.	A & C
E5	Ability to prioritise workload and remain focused under pressure.	A & C
E6	Ability to work on own initiative and as part of a team.	A & C
E7	Commitment to continued personal development.	A & C
E8	Understanding of the importance of health and safety and following procedures.	A,B & C
E9	Reliable, punctual and a flexible approach to work and the willingness to work irregular hours as necessary.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Level 2 gym instructor qualification.	A & C
D2	First Aid Skills (training will be provided if valid qualification not already held).	A & C