

Candidate Information

Position: Lifeguards (Full-time and Part-time)
School/Department: Student and Campus Experience
Reference: 25/112488
Closing Date: Monday 28 April 2025
Salary: £26,093 - £26,400 per annum pro rata plus 18% Shift Allowance
Anticipated Interview Date: Thursday 8 May 2025

JOB PURPOSE:

To work as part of a flexible operational team across Queen's Sport facilities whilst providing a courteous, efficient and effective service to students and users. Posts can arise for full and part time hours, and on a temporary and permanent basis. Where required to work a shift basis over 7 days, shift allowance will be paid.

MAJOR DUTIES:

1. Carry out lifeguard duties to ensure the safety of users of the pool. Ensure high levels of hygiene are maintained and complete daily pool water tests.
2. Ensure that the health, safety, and welfare of customers and staff are given the highest priority and deal with emergencies when they arise in accordance with the University's procedure.
3. Qualified person to deliver first aid when required and ensure the completion of all relevant documentation and reports.
4. Provide a service to customers, both face to face and via telephone, ensuring that all bookings, memberships, hiring, courses and other appropriate procedures pertaining to the operation of reception are adhered to (e.g. Administrative/financial/relevant literature displayed/clean and tidy reception area).
5. Assist with inductions for new members of staff.
6. Deal appropriately with peoples' queries comments and complaints in consultation with line manager and in line with current procedure.
7. Ensure that the health, safety, and welfare of customers and staff are given the highest priority. Emergencies should be dealt with when they arise in accordance with the University's procedures.
8. Operate computerised booking and POS system including recording and monitoring all relevant information in relation to bookings and usage and reconciling payments.
9. Undertake cleaning throughout the centre, both internally and externally ensuring appropriate levels of hygiene are sustained and cleaning standards maintained through the use of specialised cleaning equipment and machines whilst following all health & safety guidelines, e.g. COSHH, RIDDOR, etc.
10. Carry out regular internal and external housekeeping and maintenance checks on facilities, e.g. outdoor training facility, changing rooms, sports halls, and squash courts etc. Documenting routine maintenance inspections on sporting equipment and reporting faults to ensure repairs are carried out quickly.
11. Receive, store and distribute stock as required.
12. Ensure general upkeep of sports facilities, e.g. swimming pool, squash courts, outdoor training facility etc.
13. Prepare meeting rooms and set up activity rooms for exercise classes and sports halls for particular events (this may involve assembling, dismantling and relocating equipment).
14. Promote and be part of a continuous improvement culture set within a student centred environment.
15. Actively increase membership sales by providing prospective and current members with information on services, membership packages, promotional events, tours, etc, to ensure high levels of customer satisfaction.
16. Ensure that all University policies and procedures are adhered to.
17. Carry out any other duties, which are appropriate to the post as may be reasonably requested by line manager.

ESSENTIAL CRITERIA:

1. Secondary School education (e.g. GCSE level or NVQ equivalent).
2. Current valid RLSS NPLQ.
3. Experience working as a Pool Lifeguard with emphasis on customer care.
4. Knowledge of the relevant systems and procedures etc, plus a wider appreciation of the relevant area of work.
5. Clear communication and interpersonal skills, strong customer awareness and focus.
6. Ability to work well within a team as well as using own initiative.
7. Interest and involvement in sporting activities.
8. Enthusiastic and committed.
9. Flexibility to work irregular hours on a rota over a seven-day period (shift allowance payable).
10. Successful completion of departmental water test.
11. Compulsory attendance at fortnightly staff training
12. Complete satisfactory criminal history check.

DESIRABLE CRITERIA:

1. First Aid qualification.
2. At least 1 years' experience of working as a Pool Lifeguard within the last 3 years.
3. Experience handling cash and debit / credit card transactions following established procedures.
4. IT literacy and competency with computerised booking system.

ADDITIONAL INFORMATION:

Informal Enquiries to Joe Bannon: j.bannon@qub.ac.uk