



SHAPING AN
AWESOME
HAMILTON

Lifeguard

Customer and Community

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Customer and Community group**. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services. Read on to find out more about the role.

What you will do

In this role, you will Report to the Duty Manager, you will actively supervise customers, promote pool safety ensuring a safe and enjoyable experience for patrons using the aquatics facilities. This will be done through prevention, response and providing outstanding customer service. You'll also be involved in ensuring the facility is kept to a high level of cleanliness.

Reports to	Duty Manager
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

Key responsibilities

Some of the **key responsibilities** for this role include:

- Actively monitor and supervise visitors using the pool facilities to ensure their safety and the safety of others.
- Communicate and enforce pool regulations and pool rules as required.
- Identify and escalate any potentially dangerous elements of the facility to the Aquatics Coordinator.
- Handle all incidents in a manner that is appropriate to training and skills including responding to emergencies.
- Contribute to the successful running of programmes, events, and facilities.
- Ensure a daily quality assurance plan is completed and annotated accordingly, and hygiene and cleanliness standards are adhered to.
- Adhere to the Child Protection policy, procedures, and requirements to ensure the safety and wellbeing for children and young people at Council facilities.

- Attend and participate in mandatory child protection training programmes, including induction and refresher courses.
- Undergo mandatory regular safety checks (minimum every 3 years) and any other time Council deems it appropriate.

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- A proven track record of thinking differently, acting with integrity, working together, and making it happen.
- Proven leadership skills with demonstrated ability to articulate the corporate vision and take people on a change journey
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard
- Experience as a lifeguard.
- Current National Pool Lifeguard Certificate.
- Current Workplace-level First Aid Certificate.
- Excellent communication skills with the ability to be assertive when necessary

and manage aggressive communication or difficult situations with customers.

- Ability to remain levelheaded and methodical when dealing with stressful or emergency situations.
- National Certificate in Customer Service preferred but not essential.

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.*