Sports Assistant (Lifeguard)

YORK SPORT

Closing date: 5 November 2018
York Sport

York Sport is a York Conferences Limited (YCL) department and is responsible for the University of York’s sporting estate and for delivering University and community-facing services in support of our mission to ‘inspire activity’.

In recent years University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £13m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, athletics stadium, velodrome, and closed circuit cycle facility and performance gym.

Our commitment to provide the highest possible standards to a wide range of user groups is ongoing both in terms of facility and service delivery.

We continue to work alongside many of our partners as we seek to maximise opportunities and deliver high quality service, through our high quality team in our expanding high quality environment.

Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in People and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—its also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Main purpose of this role

- To supervise the security and safety of all users of the York Sport Village ensuring their enjoyment in all areas of the facility including swimming pools
- To provide safe, quality, customer focused service through the preparation of activities delivered in a professional manner, ensuring high quality of service is provided to facility users including pool members and visiting non members
- To fulfil wide ranging practical duties including lifeguarding and responsibility for maintaining the York Sport facilities to a high standard of cleanliness and hygiene at all times

Key responsibilities and duties:

- Working within Safe Codes of Practice, Emergency Procedures and the recognised Health and Safety and Equal Opportunities Guidelines
- To have a clear knowledge of all bookings activity, schedules, courses, prices, memberships, offers and other relevant information in order to provide advice and information on the services provided to all customers in a manner that positively projects York Sport
- To maintain a vigilant watch of the swimming pool areas in accordance with the operating procedures and take necessary action to ensure the safety of all pool users and staff
- To comply with the Pool’s Health and Safety procedures at all time
- Perform inspection and storage of pool safety, pool and non pool equipment including rescue aids and alarms in accordance with the operating procedures
- To assist the Duty Manager with any tasks involved in the operation of swimming pools including water testing and pool plant operation
- Attend regular Lifeguard training sessions to ensure ongoing personal development and compliance of the requirements of the National Pool Lifeguard Qualification
- Preparing all indoor and outdoor sport and leisure facilities for use, including setting-up and taking down and storing equipment as necessary

- To check the safety of equipment in areas of responsibility and report any damage or malfunction of equipment, plant or building fabric to the Duty Manager immediately after discovery
- To undertake regular cleaning duties when not on poolside to ensure that a consistently high level of cleanliness and hygiene is maintained throughout the facilities at all times
- To administer first aid as appropriate ensuring all Accidents and Incidents are reported correctly and assisting with any emergencies that may occur
- To assist in the opening and closing of the facilities when required and assist in monitoring the security of the premises at all times
- To contribute to security, care and maintenance of equipment and fabric in all York Sport facilities and to perform routine checks of customers’ receipts to ensure proof of payment for entry to all indoor and outdoor facilities
- To undertake regular building checks paying particular attention to customer safety, facility operation, security, cleanliness and hygiene and to ensure maintenance problems are logged in accordance with established guidelines and with immediate remedial action taken using the appropriate procedures
- To undertake any training requirements as suggested or required in order to remain up to date with current legislation
- To comply with the Emergency Action Plan for the facilities and assist with any such incidents in the appropriate manner
- On occasion to assist with reception/sports assistant duties either in York Sport Village and York Sport Centre and thus assist with collecting and handling cash, computerised booking and membership system, and cash register operation
- To assist in all areas where appropriate qualifications are gained such as for example; in fitness suite and swimming lessons

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
# PERSON SPECIFICATION

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<th>ESSENTIAL</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<td>- Educated to GCSE level.</td>
<td>- Ability to work to gain pool plant qualification.</td>
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<td>- First Aid Qualification.</td>
<td>- Recognised Fitness Instructor Certificate or willingness to qualify as such.</td>
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<td>- National pool lifeguard qualification</td>
<td>- Swimming teacher/instructor qualified</td>
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<td>- Pool plant operation</td>
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<td><strong>KNOWLEDGE</strong></td>
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<td>- Basic understanding of health and safety regulations and safe working practices</td>
<td>- Basic understanding of sport and facility requirements for core sports</td>
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<td>- Knowledge of CPR and emergency medical procedures</td>
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<td>- Skill in application of life guarding surveillance and rescue techniques</td>
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<td><strong>SKILLS/ABILITIES/COMPETENCIES</strong></td>
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<td>- Good interpersonal and communication skills</td>
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<td>- Excellent customer care skills</td>
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<td>- Excellent communication skills when working within a team and dealing with customers</td>
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<td>- Ability to stay calm and to react effectively when under pressure and when in emergency situations.</td>
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<td>- Strong swimmer</td>
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<td>- Computer / IT skills – Microsoft Word / email</td>
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<td>- Good physical condition as to carry out rescues required as a lifeguard</td>
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<tr>
<td><strong>EXPERIENCE</strong></td>
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<td>- Working within a customer focused service industry</td>
<td>- Cash handling experience</td>
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<td>- Previous experience as a lifeguard</td>
<td>- Working with a computerised bookings system</td>
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<td>- Experience within a leisure based environment</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>- Self motivated and enthusiastic</td>
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<td>- Commitment to team working and respect and consideration for others.</td>
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<td>- Be able to demonstrate professionalism in actions, behaviour, communication and appearance</td>
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<td>- Flexible approach to the hours of work with the ability to cover shifts as required including early mornings, late evenings and weekends.</td>
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<td>- Strong interest in and understanding of sport &amp; leisure activities</td>
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<td>- Candidates are required to obtain and maintain a satisfactory Criminal Record Bureau (CRB)</td>
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How to Apply

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and/or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424