

LIFEGUARD / FACILITY OPERATIONS

Role Description

Role Title	Lifeguard / Facility Operations
Group	Parks Sport & Recreation
Team	Operations
Reports to	Team Leader Operations

Welcome to Wellington City Council

We serve the residents and businesses of the city of Wellington. To ensure we meet their needs we consult and engage with them on a regular basis and develop our vision and long term plans to meet those needs.

Our vision for the city is articulated in *Wellington Towards 2040: Smart Capital*. There are four pillars to this strategy:

- **People-Centred City**
Building a healthy, vibrant, affordable and resilient city with a strong sense of identity and “place” expressed through urban form, openness and accessibility.
- **Connected City**
A city with easy access to regional, national and global networks. Connections will be: physical, allowing for ease of movement of people and goods; virtual, in the form of world-class ICT infrastructure; and social, enabling people to connect with each other and their communities.
- **Eco-City**
Proactively responding to environmental challenges, taking an environmental leadership role as the capital city of clean, green New Zealand.
- **Dynamic City**
A city with a dynamic centre – a place of creativity, exploration and innovation. The central city will continue to drive the regional economy and provide Wellingtonians and visitors alike with unique and outstanding experiences.

Our Long-term Plan sets out how we will work towards the 2040 vision over the next 10 years. There are three priorities for the 2012-2022 Long-Term Plan:

1. **Wellington – an inclusive place where talent wants to live**
Our economic future depends on our ability to attract and retain people, and employment opportunities, in our city. To do this, we will maintain our investment in those things that make Wellington a great place to live, while increasing our investment in activities that will grow the economy and make Wellington an even more attractive place to work, invest in and visit. By doing these things, we are taking important steps towards achieving our community outcomes.
2. **Resilient city**
To maintain and enhance our city’s resilience, we will prioritise investment in earthquake strengthening the city’s key infrastructure and work with businesses and communities so that, as a city, we are better prepared for and can swiftly recover from earthquakes and other natural disasters.

3. A well-managed city

We are committed to providing effective services that are good value for money. To achieve this priority, we will focus on simplifying our processes, making the best of technology, working in partnerships with others, managing demand ahead of investing in new assets, and looking for opportunities to reduce costs or generate income. This will help us stay within the parameters of our financial strategy by keeping rates affordable and managing our debt levels.

Our foundation values are:

- Aim high
- Encourage fresh thinking
- Deliver what's right
- Work together
- Act with integrity and respect
- Aspire to zero harm to our staff and customers

Te Tiriti o Waitangi/The Treaty of Waitangi

Wellington City Council is committed to the principles of the Treaty of Waitangi – partnership, participation and protection - and as such, we work with our iwi partners and the wider Māori community to meet their needs and aspirations for the city.

Operations Team Key Result Areas

The provision of outstanding sport and recreation support, programmes, partnerships and facilities that contribute to the wellbeing of Wellington City's communities.

The role of the pool is to provide a comprehensive, aquatic sport, recreation and leisure venue offering a range of leisure, recreational, educational, cultural, social and entertainment programmes and opportunities for people of all ages, interests and abilities.

Detailed description of Lifeguard / Facility Operations

Purpose of the Role: Work as part of the facility team to deliver a high standard of customer service and facility presentation. Maintain a safe and enjoyable environment and respond in the event of an emergency.	
Key Relationships:	
Internal <ul style="list-style-type: none">▪ Facility Manager▪ Team Leader Operations▪ Facility In Charge▪ Other Facility Staff▪ Other Recreation Wellington Staff	External <ul style="list-style-type: none">▪ Facility Customers▪ Contractors and Suppliers

Key Responsibilities	To achieve this you will need to	As a result we will see
Customer Service	<ul style="list-style-type: none"> ▪ Provide clear and accurate information to customers about the facility services and programmes. ▪ Provide effective customer care and consideration ensuring a positive, welcoming, helpful courteous manner at all times to all customers. ▪ Proactively develop and maintain positive relationships with facility customers and user groups. ▪ Encourage and respond positively to customer feedback, seeking assistance from team leaders when required. ▪ Carry out customer service according to Recreation Wellington protocol and standards. 	<ul style="list-style-type: none"> ▪ Satisfied customers, internal and external
Pool Lifeguarding	<ul style="list-style-type: none"> ▪ Carry out pool Lifeguarding according to Recreation Wellington protocols and standards. ▪ Identify and respond to emergencies according to Emergency Action Plans. 	<ul style="list-style-type: none"> ▪ Lifeguarding standards adhered to at all times ▪ Prompt emergency response
Reception and Administration	<ul style="list-style-type: none"> ▪ Carry out administration duties according to procedure and to specified standards. ▪ Submit accurate and legible timesheets. ▪ Carry out any other administration tasks requested by the team leader and necessary in the effective management of the facility. ▪ Provide efficient and accurate reception service, including fee collection, retail sales, stock control, dissemination of information, reconciliation and preparation for banking of all money received 	<ul style="list-style-type: none"> ▪ Great reception service ▪ Retail and reconciliation processes are followed ▪ Accurate timesheets submitted on time
Facility Identity	<ul style="list-style-type: none"> ▪ Actively commit to working as part of the “facility team” to ensure a co-operative and friendly work environment. ▪ Attend and participate in team meetings and contribute 	<ul style="list-style-type: none"> ▪ Active participation in team meetings and a professional work environment

	<p>constructively to discussion that promotes a “Feeling Great” work environment.</p> <ul style="list-style-type: none">▪ Show respect for all facility team members.▪ Assist in the delivery of programmes and events	
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<p>Facility Presentation</p>	<ul style="list-style-type: none"> ▪ Proactively carry out all cleaning duties according to procedure and to meet specified standards. 	<ul style="list-style-type: none"> ▪ A clean, hygienic well presented facility ▪ Personal responsibility for cleaning and pride in the work done to achieve this.
<p>Training</p>	<ul style="list-style-type: none"> ▪ Maintain personal levels of competence sufficient to carry out unassisted first aid to customers or fellow team members as required. ▪ Maintain personal levels of competence in aquatic rescue techniques sufficient to perform unassisted water based rescue in any area of the pool. ▪ Attend all scheduled in house training on request. ▪ Maintain Emergency Response and First Aid qualifications relevant to the position. 	<ul style="list-style-type: none"> ▪ First Aid qualifications maintained ▪ PLPC competence maintained ▪ Attendance at facility training sessions
<p>Health and safety</p>	<ul style="list-style-type: none"> ▪ Take all reasonable and practical steps to ensure the safety of customers and other team members affected by your work. ▪ Co-operate fully in meeting the health & safety requirements of the facility. ▪ Through effective supervision and education ensure customers use facility equipment, services and activities safely. ▪ Reporting all accidents, including near misses, whether or not these accidents involve injury ▪ Take responsibility for your work environment, identify hazards and risks and ensure they are addressed 	<ul style="list-style-type: none"> ▪ All health and safety incidents and hazards reported in Risk Manager ▪ Incidents and responses escalated to managers if required ▪ Regular reviews with your manager to identify any health and safety risks, hazards, accidents and incidents
<p>Quality Assurance</p>	<ul style="list-style-type: none"> ▪ Carry out water testing and record test results. ▪ Carry out plant monitoring and assist with adjustments and maintenance as required. ▪ Accurately record water test and plant check results. 	<ul style="list-style-type: none"> ▪ Water testing completed at regular intervals and records kept according to procedure ▪ Issues with water quality escalated to managers if required

JOB REQUIREMENTS – Lifeguard / Facility Operations

Qualifications:

First Aid Certificate
Customer Service Certificate
Pool Lifeguard Practising Certificate (PLPC)

Experience

Strong demonstrable knowledge of and experience in:

Experience in a customer service or retail environment is desirable but not essential

Job related competencies:

- **Operational Ability** – With a focus on value for ratepayers you will get things done and eliminate roadblocks.
- **Customer Service** – The customer problem is always our problem
- **Energy & Drive** - You will be motivated to demonstrate energy and drive to achieve results.
- **Professionalism** – You will behave in ways that support the culture and values of the Council. You learn from mistakes and strive for personal development.
- **Prudent** – Taking a cautious and considered approach towards investment and expenditure.
- **Articulate** –Coherently and succinctly communicate the essence of the story adapted for Councillors, key organisations critical to the success of the city, and the general public.
- **Persuasive** – Understanding the audience so we can relate to their perspective and tell a reasoned and compelling story to align others to our point of view.
- **Solution focussed** – Thinking beyond constraints and focusing on what is possible to ensure proposals are results oriented and practical.
- **Effectiveness for Maori** - Understanding and meeting the needs of Māori in the Council's internal working environment and in the delivery of services to the Wellington community.
- **Biculturalism and Diversity** – Acts in ways that promote an environment of biculturalism, diversity and inclusion in the workplace

Delegated authorities: none

Disclaimer

The responsibilities above are intended to describe the general nature and level of work required by the incumbent to achieve the expected outcomes for the job. From time to time, the incumbent may be required to perform duties outside of these responsibilities as required.