

Our Purpose is to enrich People's lives through Activeness.

Job title:	Lifeguard
Reporting to:	Assistant General Manager / Service Manger
Department:	Operations
Hours of work:	<p>Your hours of work will be as per your contract of employment. A *full time/part time role would be (number of hours) per week, *(not including break) depending on what contract employee is on. (*Delete as appropriate)</p> <p>Flexibility is required to meet the needs of our business. Variable shifts to include evenings and weekends are the norm with some night working also required on occasion.</p>

Your mission:

- To be responsible for the health and safety of members within the pool area at all times.
- To ensure that the swimming and related areas and equipment are maintained and presented as laid out in the Company's brand standards.
- To ensure that all poolside activities are promoted and run effectively.
- To provide a supportive customer service role, providing personal attention and care to all members.

Should you choose to accept it:

I have read and understood my responsibilities as outlined in this job description. I agree to perform to the best of my ability at all times during my employment with Virgin Active Health Clubs.

I also confirm that I am qualified as per the "We can't live without" list in this job description.

Name of employee:

Signature of employee:

Date:

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Be a Virgin Activist:

- Be the finest ambassador of Virgin Active at all times – personally demonstrate Virgin Activeness in line with the standards set out in “The Guide” and consistently role-model the highest standards of behaviour to other employees.



Brilliant Basics:

Safety

- To ensure Safety is your highest priority
- Ensure that you remain aware of the importance of safety at all times
- Ensure that you complete your Safety training and follow the NOP's and EAP's
- Ensure that you report any issues/concerns immediately

Service

- Acknowledge members at every opportunity
- Take ownership for member questions/concerns and ensure you follow up with members
- Try to exceed members expectations at every opportunity

Standards

- Ensure your department and other areas you walk through are clean and tidy at all times
- Ensure your facilities and kit are working and are well maintained
- Ensure any maintenance issues are reported immediately
- Ensure posters/communications we use with members are on 'Brand' and consistent with our Communication Guidelines

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Your job.....

- Be the finest ambassador of Virgin Active at all times – personally demonstrate Virgin Activeness in line with the standards set out in “The Guide” and consistently role-model the highest standards of behaviour to other employees.
- Be aware of and do your bit towards the company’s vision to become the world’s most loved health club, ensuring you live the Activeness values day to day and are a true Virgin Activist.
- Be proactive, use your initiative and take ownership of situations, ensuring the Golden Rule ‘treat others as you would like to be treated’ is applied.
- Always be punctual, reliable and adhere to the high standards of organisation required by the company.
- Take pride in your personal presentation and adhere to the uniform policy at all times.
- Attend training courses which will enable you to carry out your role successfully and to assist with your future career progression. *(Important Note: It is critically important that you keep your NPLQ and first aid qualification up to date by attending monthly competency training. It is your responsibility to ensure this and/or to inform the Assistant General Manager at the earliest possible opportunity if there are any problems in doing so.)*
- Maintain a positive, productive working relationship with all other staff. Help to create an environment where all employees enjoy themselves whilst at work and make a real contribution to the success of the club and business as a whole.
- Follow the Pool Normal Operating Procedure and oversee the smooth running of activities in all swimming pool areas.
- Supervise the pool and related areas according to the rotas and to ensure that the pool area is manned safely at all times.
- Ensure that the pool area is safe at all times (for example considering temperature, equipment, obstacles, number of participants etc) and if necessary reinforce pool regulations with members in order to further maintain their own and others’ safety.
- Be passionate about keeping yourself, other employees, our members, and the club safe at all times by making sure you fully understand and carry out your Health and Safety responsibilities. Let your manager know immediately if an accident does occur, or even if one is narrowly avoided to prevent further incidents happening in future.
- Proactively anticipate potential safety hazards and be prepared to undertake any emergency actions required.
- Be fully aware of all emergency and evacuation procedures and take part in regular training to maintain up to date knowledge of these procedures.
- Have a thorough understanding of the Virgin Active brand standards and be able to interpret and deliver them on a daily basis, ensuring the pool areas and equipment are maintained and presented as laid out in the brand standards.
- Have a good working knowledge of cleaning products used to ensure optimum cleaning and hygiene requirements.
- Understand and put into practice COSHH (Control of Substances Hazardous to Health) regulations and guidelines on the correct use and storage of cleaning substances and materials within the club and the correct use of protective clothing and other safety requirements.
- Carry out daily pool testing to ensure the pool is within correct chemical balance parameters. Inform the Service Manager if it is outside of the optimum range.
- Ensure all log books and checklists are kept up to date.
- Formally record regular equipment checks and ensure that all equipment is fit for use.
- Regularly and proactively feed back to the Service Manager on any relevant issues that may require further attention or improvement.

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- Demonstrate a professional and courteous manner in front of members, assisting with queries where possible, or introducing the member to another employee who can resolve their query.
- Be fully involved in the creation of a fun, lively and creative atmosphere for all members. Take part in activities, programs and events in the Club which are engaging, generate revenue and promote retention.
- Keep abreast of information on all club facilities, programmes, social events, member suggestions in order to ensure you are fully aware of what is going on across the club and can be an important link between members and all other departments.
- Listen and respond positively to any member comments and pass on any necessary information and observations to the Service Manager. Record all comments and observations in the record and observations file.
- Be aware of the importance of member retention and understand your role in influencing members who are considering leaving the club to stay.
- Be aware of the importance of member satisfaction on club performance, proactively monitor all sources of member feedback and seek to identify opportunities to improve member engagement and satisfaction wherever possible.
- Be actively involved in NPS and proactively seek to drive increases in the club's score wherever possible.
- Be aware of the importance of membership sales and continually aim to maximise all sales opportunities within the club.
- Ensure any poolside cleaning is kept cost effective by adhering to correct mixing ratios and taking care of all cleaning equipment.
- Be aware of the importance of member satisfaction on club performance and seek to identify opportunities to improve member satisfaction and retention wherever possible.

All Together Now

Achieving our vision of being the World's Most Loved Health Club can't be achieved without us all pulling together and working as one team. You may therefore be asked at times to carry out other reasonable duties and attend meetings and training courses as needed.

Fit for Virgin Active.....

We'd like you to have.....

- Previous lifeguard experience but its not essential
- A proven ability to respond positively to challenges and negative situations and turn them into positive interactions.

We'd love you to have.....

- Previous customer-facing work experience with experience of dealing with complaints politely and efficiently.
- An up to date first-aid at work qualification is also preferred but not required.

We can't live without.....

- An up to date National Pool Lifeguard Qualification which must be adequately maintained at all times to be able to carry out the role
- A passion and awareness for swimming and legal swim requirements

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- Extremely strong interpersonal abilities and approachable to members and other employees at all times - it is vital that employees in this role have a genuine interest in wanting to resolve members' queries and deliver an experience above and beyond our customers' expectations.
- Demonstration of the Virgin Activist DNA:
 - Has great passion & pride in their own work
 - Is an accomplished team player who looks after their buddies and contributes well as part of a wider team
- Ability to work from instruction effectively and safely with minimal supervision.
- A flexible attitude to working patterns with ability to work evenings, weekends and public holidays as required.

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