

## Job Description

### Duty Supervisor

*This is not intended to be a full definition of duties and staff will be expected to assist in such other reasonable duties as may be allocated. This job description is subject to variation, following consultation, as the needs of the pool and the Pool Manager may require.*

Responsible to Pool Manager

### ***Purpose of job and primary objectives***

- Supporting the day-to-day safe operation of the Lido.
- Being the main point of contact and operational lead for all users of the Lido facility while on shift.

### ***Duties***

- To deliver a professional service to all users of the facility and display a high level of consistent customer service.
- Delivery of professional communication standards through telephone and email correspondence.
- Operational responsibility for all aspects of the facility including health & safety, safeguarding and customer experience management.
- Responsibility for overseeing lifeguards while on shift, including mornings, evenings and weekends.
- Day to day operation of Lido management, including payments, bookings and active management of activity sessions. To include the responsibility of full daily open up and closing down of the Lido including cashing up at the end of each day.
- To ensure all Normal Operating Procedures (NOP) are followed and if required Emergency Action Plans (EAP) are actioned.
- To undertake pool plant and lifeguard duties as required.
- Upkeep and development of the opening and closing checklists, and daily and weekly task sheets.
- Maintain an up-to-date knowledge of Lido safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff.
- Help maintain a motivated and happy team of lifeguards.

### ***Health and Safety***

- Ensure that up-to-date knowledge of Health and Safety legislation, as applicable to the role, is maintained and that the Lido Health and Safety policies and procedures are fully implemented and adhered to as applicable.

### ***Professional Development***

- Maintain and update your own knowledge and skills in line with legislation and the needs of the role in collaboration with the Pool Manager.

### ***Person Specification - Key Qualifications, Knowledge, Skills and Attitude***

#### **Essential requirements**

- Excellent customer service/ sales skills.
- A passion for leisure and exercise.
- A commitment to high standards with a supportive and flexible approach to undertake any role within the team.
- General swimming ability to perform lifeguard duties, as required by RLSS NPLQ qualification.

#### **Desirable requirements**

- Previous experience within the Pool industry.
- Lifeguarding, first aid and/or Pool Plant Operations qualifications.
- Safeguarding knowledge.
- Team management experience.