

Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Lifeguard

Grade: 4

Post Ref:

Date: March 2022

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
(1) Relevant Experience	To have worked in a leisure facility/environment.	Interview/Application Form/References	Previous work experience in pool duties. Experience of parties, events and special bookings. Capable of performing a customer services role.	Application Form/Interview/References
(2) Formal Academic Qualification	At least 3 GCSE's Grade A to C including Maths and English.	Application Form/Certificate(s)	At least basic education standard.	Application Form/Certificate
(3) Vocational Qualifications and Training	RLSS National Pool Lifeguard Qualification. .	Application Form/Certificates	Defibrillator certificate. First Aid Certificate	Application Form/Certificate(s)
(4) Specialist Knowledge		Interview/Application Form	Working knowledge of Microsoft applications sufficient to input and retrieve data using packages such as Word,	

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
			Excel and Outlook for email.	
(5) Special Working Conditions	<p>Required to work evenings and weekends.</p> <p>To work at other leisure facilities as and when required.</p> <p>All employees are required to comply with the Authority's No Smoking Policy.</p>	Interview		

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL OF COMPETENCY
Planning and Organising	<p>2. Accepts constructive feedback and makes adjustments accordingly.</p> <p>3. Shows an awareness of how their actions affect others.</p> <p>5. Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level headed under pressure.</p>	Interview	<p>1</p> <p>1</p> <p>1</p>
Continuous improvement	<p>7. Awareness of own shortfalls and takes charge of personal development to keep skills up-to-date whilst developing knowledge within a particular area through learning.</p>	Interview	1

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL OF COMPETENCY
Job Knowledge	10. Is well informed and educated in performing to the level expected for the job.	Application Form/Interview	1
Communication	12. Communicates information clearly, accurately, positively and in a timely manner.	Interview	1
Customer Service and Support	17. Provides excellent service to external/internal customers by focusing on understanding and meeting customer needs. 19. Treats diverse range of customers with respect and understanding. 20. Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Authority.	Interview	1
Leadership/ Management	35. Is aware of risk and uses this knowledge when making decisions.	Interview	1
Change Management	44. Demonstrates a continuous positive attitude whilst embracing change initiatives.	Interview	1
Managing Performance	49. Treats mistakes and problems as an opportunity for learning.	Interview	1
Treating People Fairly	53. Has the ability to demonstrate through behaviour and language, commitment to the council's Equal Opportunities Policy, both within the workplace and in service provision.	Interview	2

(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL OF COMPETENCY
Health & Safety	54. Demonstrates basic understanding of Health and Safety responsibilities within the workplace.	Interview	1