

**Newcastle-under-Lyme Borough Council**

**PERSON SPECIFICATION**

**Job Title:** Casual Lifeguard

**Grade:** 4

**Post Ref:** CSALA

**Date:** January 2024

<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>HOW ASSESSED</b>	<b>DESIRABLE</b>
<b>(1) Relevant Experience</b>	<p>To have worked in a leisure facility/environment.</p> <p>Previous experience of dealing with the public face to face/customer service.</p>	<p>Interview/Application Form/References</p> <p>Interview/Application Form/References</p>	<p>Previous work experience in pool duties.</p> <p>Experience of parties, events and special bookings.</p> <p>Capable of performing a customer services role.</p>
<b>(2) Formal Academic Qualifications</b>	<p>At least basic education standard.</p>	<p>Interview/Application Form/References</p>	
<b>(3) Vocational Qualifications and Training</b>	<p>RLSS National Pool Lifeguard Qualification (NPLQ)</p>	<p>Application Form/Certificates</p>	<p>Defibrillator certificate.</p> <p>First Aid at Work Certificate</p>
<b>(4) Specialist Knowledge</b>	<p>Working knowledge of Microsoft application, sufficient to input and retrieve data using packages such as Word, Excel and Outlook for email.</p>	<p>Interview/Application Form</p>	

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

Competency	Behaviours		How Assessed
<b>Planning and Organising</b>	1.	Adapts and works effectively in different situations in order to carry out variety of tasks, whilst remaining calm and level headed under pressure.	
	2.	Accepts constructive feedback and makes adjustments accordingly.	
<b>Organisational Development</b>	3.	Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance.	
	4.	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><b>Communication</b></p>	<p>5. 6. 7. 8.</p>	<p>Communicates information clearly, accurately, positively and in a timely manner.</p> <p>Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.</p> <p>Demonstrates required skill in all forms of written oral and technological communication.</p> <p>Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.</p>	
<p><b>Focusing on our citizens</b></p>	<p>16.</p>	<p>Take pride in the job and in delivering what our communities need; promote these successes and the difference it has made.</p>	
<p><b>Leadership</b></p>	<p>28.</p>	<p>Makes decisions confidently and quickly when necessary.</p>	
<p><b>Managing Change</b></p>	<p>38.</p>	<p>Aspire to be better and exceed expectations and promote a positive 'can do' attitude.</p>	
<p><b>Performance Management</b></p>	<p>42.</p>	<p>Evaluate mistakes and learn from them.</p>	

<b>Living the values</b>	47. 48.	Express pride in what the Council does and uphold the reputation of the Council. Demonstrate high standards of personal and professional conduct and be a role model to others.	
<b>Health and Safety</b>	51.	Demonstrates basic understanding of Health and Safety responsibilities within the workplace.	