Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Casual Lifeguard **Grade:** 4

Post Ref: CSALA **Date:** January 2024

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

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

Competency	Behaviours		How Assessed
Planning and Organising	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.	
Organisational Development	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.	

Communication	5. 6. 7. 8.	Communicates information clearly, accurately, positively and in a timely manner. Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others. Demonstrates required skill in all forms of written oral and technological communication. Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.	
Focusing on our citizens	16.	Take pride in the job and in delivering what our communities need; promote these successes and the difference it has made.	
Leadership	28. .	Makes decisions confidently and quickly when necessary.	
Managing Change	38.	Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	
Performance Management	42.	Evaluate mistakes and learn from them.	

Living the values	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.	
Health and Safety	51.	Demonstrates basic understanding of Health and Safety responsibilities within the workplace.	