

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 | <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> |
| (2) Formal Academic Qualifications | <p>At least basic education standard.</p> | <p>Interview/Application Form/References</p> | |
| (3) Vocational Qualifications and Training | <p>RLSS National Pool Lifeguard Qualification (NPLQ)</p> | <p>Application Form/Certificates</p> | <p>Defibrillator certificate.</p> <p>First Aid at Work Certificate</p> |
| (4) Specialist Knowledge | <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 |
|---------------------------------------|---|--------------|-----------|
| (5) Special Working Conditions | <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 |
|-----------------------------------|------------|---|--------------|
| 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. | |

| | | | |
|--|--------------------------------|---|--|
| <p>Communication</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>Focusing on our citizens</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>Leadership</p> | <p>28.</p> | <p>Makes decisions confidently and quickly when necessary.</p> | |
| <p>Managing Change</p> | <p>38.</p> | <p>Aspire to be better and exceed expectations and promote a positive 'can do' attitude.</p> | |
| <p>Performance Management</p> | <p>42.</p> | <p>Evaluate mistakes and learn from them.</p> | |

| | | | |
|--------------------------|------------|--|--|
| 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. | |