

JOB DESCRIPTION
March 2025

Title & Reporting Relationships

Position Title:	Senior Lifeguard, Kaitiaki Matua Puna Kaukau, Aquatic Facilities Team, Customer and Community Group
Grade:	SP 10
Reports to:	Manager Aquatic Operations or Aquatics Outreach and Otaki Pool Manager <i>Operational reporting to Duty Team Leader Lifeguard</i>
Direct Reports:	Nil unless in charge of a shift in the absence of a Team Leader, direct report up to 5 FTE employees
Purpose of the Group and the Position:	<p>The Customer and Community Group plays a key role in Councils' daily customer interactions, providing support at our Customer Service desks, assisting local business and customers with environmental standards, and helping residents and visitors access our facilities, services, and programs at locations such as swimming pools, libraries, museums, parks, and events. This group fosters connections between the community and the services we offer to enhance everyday life in the district.</p> <p>Within this Group, the Aquatic Facilities team to provide outstanding and safe aquatic leisure opportunities for our community.</p> <p>Within this team this role is responsible for the daily operations of their assigned pool achieve our supervision, levels of service, and Poolsafe accreditation requirements</p>
Indirect Reports:	Aquatic Facilities team members on duty during the applicable shift.
Internal Customers:	Aquatics Team Customer and Community Group Operations Manager and Operations Team Colleagues from other teams within Council
External Customers:	Swimming pool patrons Te Mahi Ako Suppliers, service providers, contractors Other industry representatives

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team.
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

Functional Key Requirements

The Senior lifeguard will assist in the effective day to day operation of Aquatic facility when on duty by:

- Proactive supervision of pool patrons.
- Uphold pool policies and procedures to enable a safe and welcoming experience.
- Rescue and revive patrons in distress, Understand and apply first aid practices.
- Collaborate with the Learn to Swim team to deliver our water safety programmes and related initiatives as required
- Following all aquatics operating procedures and practices in pool operation to meet Poolsafe standards
- Maintaining a high level of public relations, be interactive with all visitors to the facility and provide a friendly atmosphere encouraging visitors to want to return.
- Ensuring reception duties are carried out to a high standard, including telephone and desk enquires, bookings, receipting and other administration duties.
- Ensure all aspects of caretaking assigned to your shift are completed as outlined in the staff manual.
- Supporting the Team Leader in the management of all staff on duty,
- Maintain personal lifeguard and facility training on a regular basis and remain within the Lifeguard Qualification industry standard.

When acting as the Team Leader.

- Ensure the effective day to day operation of our Aquatic facilities to meet Poolsafe and expected level of service standards including the management of on duty lifeguard staff,
- In the event of a serious incident or emergency when the Senior Lifeguard is acting as a Team Leader they will manage and lead the response.
- Being responsible for the caretaking, cleanliness and security of the facility and its surrounds.
- Effectively manage day to day work output and timeframe when covering a Team Leaders absence

Full-time Senior Lifeguards only:

- Under the leadership of a Manager Aquatic Operations, will be rostered in teams to work a cyclical roster between the pools (Coastlands Aquatic Centre, Otaki Pool, Waikanae Pool – seasonal)

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment.
- Reporting any risks and/or hazards you become aware of in the workplace.
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment.
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours.
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work-related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills. Knowledge and Experience

- Hold a current poolside lifeguard qualification.
- Current First Aid Level 2 to the required level.
- Hold NZQA water quality management unit standards (20046) and has completed, or is enrolled in Aquatics (Pool Lifeguard) Level 3.
- . Demonstrable ability to work effectively, unsupervised and within a team
- Effective time management skills
- .
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for dealing with a wide range of people within and outside the organisation.
- Possess skills and experience (or proven aptitude) to aid in aquatic plant operation and poolside supervision.
- Be capable of dealing with the public in a confident, calm and friendly manner and dealing with emergency situations.
- Be able to work all shifts of the roster – weekdays, weekends, day and late shifts.
- Holder of a current and valid NZ Drivers' license

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Te Tiriti o Waitangi

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.

