



## Lifeguard

**Location:** Spring Lakes Watersports & Leisure

**Department:** Outdoor Activities

**Reports To:** Park Manager

**Career Level:** 1

### Role Purpose:

The Lifeguard ensures the safety and well-being of all guests participating in Spring Lakes' water-based activities, including open water swimming, the Aqua Park, and paddleboarding. This role involves active supervision, emergency response, and operational support, contributing to a safe, enjoyable, and engaging guest experience.

### Key Responsibilities:

#### Safety & Supervision:

- Monitor designated water activity areas, ensuring guest safety at all times.
- Conduct rescues and administer first aid in emergencies, following safety protocols and training.
- Enforce activity rules and safety guidelines to minimise risks.

#### Operational Support:

- Assist with seasonal setup and teardown of water facilities, including inflating, deflating, cleaning, and maintaining Aqua Park inflatables and the Puddle Park.
- Identify and report any safety concerns or equipment repair needs to the Water Activities Leader.
- Participate in maintaining a clean and safe environment across all water activity zones.
- Support general park maintenance tasks, including basic upkeep of communal areas and ensuring activity zones remain tidy and presentable.

#### Guest Engagement & Bookings Support:

- Assist with guest check-ins for water activities, ensuring bookings, waivers, and equipment distribution are completed efficiently.
- Support bookings administration by helping with scheduling, confirming reservations, and assisting guests with queries related to activities.
- Provide clear guidance to guests on activity rules, safety expectations, and appropriate use of equipment.
- Respond professionally and promptly to guest inquiries and concerns.



## Communication & Coordination:

- Use radios to coordinate with team members and the Water Activities Leader on operational updates and safety alerts.
- Maintain clear communication with guests and team members to ensure smooth activity operations.

## Compliance & Training:

- Maintain up-to-date certifications, including Open Water Lifeguard and First Aid qualifications.
- Participate in regular training sessions and safety drills to ensure readiness for all situations.

## Key Interactions:

- Internal: Water Activities Leader, Lifeguards, Cable Operators, Outdoor Activities Team Members
- External: Guests, Educational Providers, Corporate Clients

## Success Measures:

- **Safety Performance:**  
Effective prevention of incidents and prompt response to emergencies.
- **Guest Satisfaction:**  
High levels of positive guest feedback regarding safety and professionalism.
- **Operational Efficiency:**  
Well-maintained facilities and timely identification of safety or equipment concerns.

## Skills and Qualifications:

- **Attention to Detail:**  
Strong ability to monitor activities, identify risks, and enforce safety guidelines.
- **Customer Service Skills:**  
Capable of providing a welcoming, engaging, and professional environment for guests.
- **Communication Skills:**  
Clear and effective communication with guests and team members, including use of radios.
- **Problem-Solving Skills:**  
Ability to handle emergencies and guest issues calmly and effectively.

## Certifications (Required):

- RLSS Open Water Lifeguard Qualification (OWL)
- Enhanced DBS Check



## Additional Information:

This role requires flexibility, including working evenings, weekends, and holidays, to meet operational and guest needs. Lifeguards are vital to Spring Lakes' commitment to safety and exceptional guest experiences across all water-based activities.

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## Employee:

*"I acknowledge and understand the roles and responsibilities outlined in this document and commit to carrying them out to the best of my ability. I also understand that these responsibilities are not exhaustive and may evolve as needed."*

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Signed

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Full Name

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Date signed

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