



JOB TITLE: Duty Manager - Petersfield Open Air Swimming Pool

PAY: Competitive – Dependant on Experience

ACCOUNTABLE TO: General Manager

PAY: £10.00 - £10.50 hr – depending on experience

Role Context

Petersfield Open Air Swimming Pool (POASP) is looking for an additional Duty Managers who can start as soon as possible.

The Duty Manager the representative on site in the absence of the General Manager. They are responsible for supervising pool attendants (lifeguards), supporting café staff as well as performing some lifeguarding in the shoulder seasons (May, June, and September). This is a great opportunity for someone who has been a lifeguard to be able to step up and take on a role with more accountability and responsibility. It is also a good role for someone is enthusiastic about the pool, perhaps semi-retired wishing to work flexibly for part of the year. Individuals must either have a valid lifeguard qualification.

Principle Accountability

- Be the responsible person on site when the general manager is not on site.
- Ensuring the site is clean, functioning and safe and a pleasant customer experience
- Oversee the pool attendants (lifeguards) during your shift and when necessary carry out lifeguarding duties.
- Carrying out pool water quality tests and limited plant room procedures (chemical top up)
- Providing support to café staff as required
- Provide customer service by answering queries, responding to complaints
- Trouble shooting / solving day to day issues that come up on site.

Desired Skills and Attributes

Interpersonal Skills

- Enthusiastic about the pool, its ethos and about swimming generally
- Excellent communication skills when dealing with the public and a genuine desire interact with customers and serve the community
- A team-player, able to motivate and foster team working and work collaboratively with others including, employees, trustees and volunteers
- Ability to manage / supervise small teams of young employees
- Ability to react calmly and effectively in emergency situations
- Professional mature attitude
- Able and willing to undertake all roles including cleaning and lifeguarding if required.

Technical Skills

- Pool Plant Operator – Level 3 (desirable but not essential)
- National Pool Lifeguard qualification (NPLQ)
- First Aid At Work
- Safeguarding
- Health and Safety