

## Your Position

<b>Your job</b>	<b>Lifeguard Pouora</b>
<b>Your group</b>	Community & Partnerships
<b>Your team</b>	Recreation Porirua
<b>Your manager</b>	Pool Supervisor
<b>Your base</b>	Council Premises within Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hāpori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services
- coordinate and promote the democratic processes of the Council.

## Your purpose

The Lifeguard's role is to:

- provide competent and professional supervision of our aquatic facilities ensuring safety and cleanliness standards are maintained at all times.

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"><li>• None</li></ul>
Your indirect reports	<ul style="list-style-type: none"><li>• None</li></ul>
External people and groups	<ul style="list-style-type: none"><li>• Members of the public</li><li>• Community Groups</li><li>• Skills Active</li></ul>
Internal people and groups	<ul style="list-style-type: none"><li>• Executive Leadership Team, managers and staff at all levels of the organisation</li></ul>

## Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none"><li>• The competent and professional supervision of pool customers</li><li>• Consistently providing exceptional customer service with customer needs and requirements being met/exceeded</li><li>• Consistently enforcing and adhering to the pools rules and regulations ensuring customer safety</li><li>• Responsible for adhering to roster and cleaning schedules</li><li>• Conducting water testing to agreed operational standards</li><li>• Ensuring that relevant lifeguard qualification's and first aid certification is kept up to date</li><li>• Supervise patrons using the various facilities. Supervision includes scanning poolside in order to prevent accidents from happening, identifying and escalating potential hazards and responding to emergencies in accordance to the pools emergency response plan.</li><li>• Assist patrons where required and respond professionally and calmly to customer queries and disputes. Be aware of and consistently apply and enforce pool rules and regulations</li><li>• Administering first aid and emergency procedures when required and in accordance to the pools emergency response plan</li><li>• Undertake cleaning duties to a high standard as defined in the pools operating standards</li></ul>

	<ul style="list-style-type: none"> <li>• Committing to the roster and being punctual at all times</li> <li>• Conduct water testing in accordance to the pools operational standards</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event</li> </ul>

## Your skills, experience and qualifications

It's essential that you:	<ul style="list-style-type: none"> <li>• Have proven experience in the delivery of exceptional customer service</li> <li>• Have calm, professional and courteous communication skills and the ability to deal with disputes or conflict in a level-headed manner</li> <li>• Have a high level of initiative</li> <li>• Are able to problem solve and manage time effectively</li> <li>• Are able to meet the physical demands of the role</li> <li>• Able to meet the police vetting requirements under the Children's Act 2014</li> <li>• Are able to work autonomously whilst also contributing effectively to a team</li> <li>• Are willing and able to understand and enforce rules and regulations in a calm and courteous manner</li> <li>• Are able to be flexible with rostering requirements</li> <li>• Have the ability to pass and maintain the National Lifeguard Award (Pools) required for the role. You must be 16 years of age or older to attain the National Lifeguard Award.</li> <li>• Have an understanding and commitment to health and safety in the workplace</li> <li>• Have an understanding and commitment to diverse workplaces</li> <li>• Have an understanding and commitment to the Treaty of Waitangi and bicultural issues</li> </ul>
It'd be great if you also have:	<ul style="list-style-type: none"> <li>• First Aid and National Lifeguard Award (Pools) and a tertiary recreation qualification is desirable</li> <li>• Experience working in an aquatic/recreation environment</li> </ul>

Last updated December 2023



Porirua City Council supports an inclusive & welcoming environment & is a member of Diversity Works.