

## Lifeguard

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Company: RAFFLES

Location: Dubai

Category: healthcare-practitioners-and-technical

### Job Description

#### The Position

To effectively supervise the safety and welfare of all swimmers/guests in the pool and beach areas and where necessary carryout prompt rescue/emergency procedures.

#### KEY ROLES & RESPONSIBILITIES

##### Operation

- 1 . To identify and report hazards and maintenance requirements in the work place and immediately report to the Lifeguard Supervisor / Recreation Supervisor
- 2 . To check your area on a daily basis. To make sure that it is safe, clean and fit for guests use
- 3 . To attend daily briefings
- 4 . Ensure all opening up, closing down procedure are adhered to daily in order to offer smooth efficient service
- 5 . To be fully aware of and work in accordance with the Standard Operating Procedures and Emergency Action Plan for your department
- 6 . Carry out a full check on all lifesaving equipment on a daily basis, complete appropriate checklist and advice your problems relating to the equipment

- 7 . Ensure all areas are clean and equipment is in full working order
- 8 . Enforce all Recreation Rules and Regulations for the pool and beach use
- 9 . Maintain efficient supervision of the pool and beach using 10/20 rule
10. Be fully conversant with the Rescue / Emergency procedures and your responsibilities in the event of any emergency

### **Training**

- 1 . To attend and participate in departmental and hotel training to ensure consistent delivery of product & service standards. This also includes regular swimming training, practical and theoretical lifeguard training
- 2 . Complete training targets each month and be actively involved in any training organized by the department / hotel
- 3 . Complete Personal Training Records (Training Book)

### **Health & Safety**

- 1 . Give immediate First Aid in the event of an injury or trauma
- 2 . To be fully aware of the fire emergency evacuation plan and health and safety regulations
- 3 . To ensure that all accidents, incidents and hazards are reported immediately

- 1 . To ensure that all equipment and furniture is clean and well maintained and that any hazards are repaired or removed from the operation

### **General**

- 1 . Promote a professional image and give full co-operation to all clients with a prompt, caring and helpful attitude
- 2 . To work as a team with all colleagues to ensure equality in the workplace is maintained without racial or sexual discrimination

- 3 . To comply with all hotel rules and regulations as outlined in the handbook and to be aware of company disciplinary and grievance procedures
- 4 . Maintain professional confidentiality and never disclose any information relating to the Hotel / Club's internal affairs
- 5 . Meet all legal requirements under U.A.E law and company policy
- 6 . To comply with statutory & legal requirements for fire, health & safety and employment
- 7 . To report for duty in good time, clean & tidy and wearing the correct departmental uniform standard
- 8 . To give full co-operation to any colleague requiring assistance in a prompt, caring and helpful manner and to be flexible in assisting around the Hotel in response to business and clients needs
- 9 . To assist in creating an environment which promotes staff morale, encourages employees to have pride in their department and their skills ensuring maximum efficiency
10. To assist in the delivery of departmental service standards
11. Any other duties as and when requested by the Head of Department

### **Key Competencies**

- 1 . Actively seeks feedback from customers rather than wait for complaints
- 2 . Critically evaluates one's own performance and consistently sets high standards
- 3 . Insists on clarity of roles, functions and tasks
- 4 . Sets up and maintains systems of information, ensures procedures are being followed
- 5 . Consistently produces error free output
- 6 . Is always concerned with maintaining standards accuracy and quality

### **Team Work**

- 1 . Willing to share freely knowledge, information, ideas and experience to assist others
- 2 . Gives credit and recognition to others
- 3 . Talks frequently about the importance of considering other departments as part of the overall team
- 4 . Works with and supports others as part of a team both within and across functions
- 5 . Understands the needs to work together to create an environment of cooperation and mutual responsibility
- 6 . Encourages two-way communications, confirms the message has been understood and seeks feedback
- 7 . Convey a message, verbally or in writing to both individual and groups
- 8 . Shows awareness / sensitivity/ tolerance towards cultural differences by moderating own cultural behaviors
- 9 . Encourages teamwork within the team as well as with other teams, departments and divisions

Additional Information

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#### **Cross References and Citations:**

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