

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: **Casual Beach Lifeguard**

Post No:

Department: Economy Culture and Leisure

Grade: **2 to 4**

Reports to: **Seafront Services Manager**

1. Job Purpose

To be responsible for the beach lifeguard duties for Tendring District Council across the 36-mile coast in line with the Beach Management Procedure.

2. Job Activities

- a) To work with the Seafront Services Manager to determine priorities and to complete regular checks on public rescue equipment and replacements.
- b) To challenge behaviours including the enforcement of Council Byelaws, Anti –Social behaviour when required, reporting to the necessary Senior Staff. For instance, pleasure craft operating in the vicinity of bather's infringement of the Council's bylaws.
- c) To engage with the public and service users offering information, advice and assistance in relation to Beach safety, hazards and dangers and to co-operate with the emergency services in the event of emergencies arising.
- d) To liaise and work with other departments to manage risk, promote safe working practices and for the continuous improvement of the wider seafronts team.
- e) To establish and maintain a good general knowledge of all the different facets of the department and the Council in general in order to respond to customer queries.
- f) To contribute to the improvement of service delivery.
- g) Such other duties as may be required by the Council from time to time assigned by a Senior Lead or Manager.
- h) Complete rescues as trained, undertaking first aid as set in qualifications.
- i) To operate ride on council equipment as trained, ensuring adherence to Health & Safety Procedures and user manuals, including the setting up and down of equipment.
- j) To ensure council equipment is stored correctly and is secured and to complete the organisational maintenance schedules and Health & Safety checks.
- k) Accurately fill in forms or reports relating to normal duties as detailed in the NOP for instance, first aid forms.

3. Corporate Responsibilities

- Must achieve good performance on relevant performance indicators both local and statutory, and ensure that all employees understand the aims and objectives of the service, and are able to maximise potential and achievement.
- Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.
- You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records

Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

- Must maintain high quality corporate and service standards and best practice as required.
- Must following Normal Operating Procedure, Emergency Operating Procedures and Beach Management Plan.

4. Special Conditions

- Work will be offered on a shift rota basis, including weekends and bank holidays.
- You will be required to travel independently around the district as required.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- All staff shall be required to attend staff training sessions whether they are within or outside individual shift rotas.

This job description is a guide to the duties the post-holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: **Casual Beach Lifeguard**

Post Nos:

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- Using English Language commensurate with ability to input data and to report findings.
- Able to operate MS-Word, Excel and Outlook (a Level 2 – an IT qualification would be an advantage)
- Experience of delivering a customer focused service to the general public
- Relevant Beach Lifeguard or Seafront Warden qualification or equivalent experience; including:
 - National Vocational Beach Lifeguard Qualification (NVBLQ)
 - ATV Quad Training
 - RYA Personal Watercraft (Jet- Ski's)
 - RYA Powerboat Level 2
 - RYA Short Range VHF Radio Certificate
- Full Manual Driving Licence

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others.
- b. Adapts to the team and builds team spirit.
- c. Recognises and rewards the contribution of others.
- d. Listens, consults others and communicates proactively.
- e. Supports and cares for others.
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses.

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff.
- b. Builds wide and effective networks of contacts inside and outside the organisation.
- c. Relates well to people at all levels.
- d. Manages conflict.
- e. Uses humour appropriately to enhance relationships with others.

4.2 Applying Expertise and Technology

- a. Applies specialist and detailed technical expertise.
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.
- c. Shares expertise and knowledge with others.
- d. Uses technology to achieve work objectives.
- e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
- f. Demonstrates an understanding of different organisational departments and functions.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.

- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following instructions and procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

7.2 Coping with Pressure

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it

Applicants should note:

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role that will be used in the on-going appraisal of the person appointed.*
- *The successful postholder will be expected to undertake the personal development necessary to meet fully the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.*
- *Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment.*

CAREER GRADE SCHEME

Service	Public Realm	Applies to Post No(s)	
Post Title	Open Space Ranger	Grades	2 to 4
Level 1 – Initial appointment and induction – Pay Grade 3 SCP 15 All induction requirements must be satisfactorily completed			

Level 2 – Criteria to be met before progression to Pay Grade 3 SCP 15			
Competency	Criteria Ref:	Heading	Behaviours
	1	(2.1) - Working with People	a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses Generally a good performance against criteria a) – f) with a maximum of two areas in need of development
	2	(3.1) - Relating and networking.	a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others Generally a good performance against criteria a) – e) with a maximum of two areas in need of development
	3	(4.2) - Applying Expertise and Technology.	a. Applies specialist and detailed technical expertise. b. Develops job knowledge and expertise (theoretical and practical) through continual professional development. c. Shares expertise and knowledge with others. d. Uses technology to achieve work objectives. e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity. f. Demonstrates an understanding of different organisational departments and functions. Generally a good performance against criteria b) – e) with a maximum of two areas in need of development

	4	(6.2) Delivering Results and Meeting Customer Expectations.	<p>a. Focuses on customer needs and satisfaction; b. Sets high standards for quality and quantity; c. Monitors and maintains quality and productivity; d. Works in a systematic, methodical and orderly way; e. Consistently achieves project goals.</p> <p>Generally a good performance against criteria a) – e) with a maximum of two areas in need of development</p>
	5	(6.3) Following instructions and procedures.	<p>a. Appropriately follows instructions from others without unnecessarily challenging authority b. Follows procedures and policies c. Keeps to schedules d. Arrives punctually for work and meetings e. Demonstrates commitment to the organisation f. Complies with legal obligations and safety requirements of the role</p> <p>A good performance against criteria a) – f) with a maximum of two areas in need of development</p>
	6	Coping with Pressure (7.2)	<p>a. Works productively in a high pressure environment b. Keeps emotions under control during difficult situations c. Balances the demands of a work life and a personal life d. Maintains a positive outlook at work e. Handles criticism well and learns from it</p> <p>A good performance against criteria b) – e)</p>
Knowledge & Formal Training	7	English Language commensurate with requirement for data input and reporting	Requirement at all grade levels
	8	Experience of Word / Excel etc. (a level 2 IT qualification would be an advantage)	<p>Requirement at all grade levels</p> <p>Word, Excel, Outlook, Internet, Intranet</p> <p>Specific data base systems within this post as listed below:</p> <ul style="list-style-type: none"> Effectively ensuring information on computer systems such as hand held computer terminals and ipads / smart phones designed for Council use is kept up to date and accurate. Competent use and knowledge of software relating to open space work including hand held terminals.
	9	Experience of delivering a customer focused / enforcement based service to the general public	A minimum of one year's experience working in a customer focused organisation including dealing with the public.

	10	<p>Completed health and safety training requirements – manual handling, hand / arm vibration and others consistent with requirements of job.</p> <p>Qualification / cert of competence in use of equipment – mowers, ride on mowers, hedge trimmers, chain saw, use of pesticides</p>	<p>To attend courses with required competency agreed</p> <p>Successful experience of working in at least 4 of the areas</p> <ul style="list-style-type: none"> • Nature Conservation • Horticultural work including tree management • Planting schemes • Weed spraying • Sports pitch management • Cemetery – grave preparation • Plant and machinery for agricultural / horticulture – grass cutting, trimming / strimming
Tasks / Skills	Criteria Ref:	Item	Performance
		Eye for detail / ability to recognise problems and to respond appropriately	<ul style="list-style-type: none"> • Record of reporting and recording issues of concern or service improvements
	11	Ability to meet deadlines and to learn new tasks and embrace change while delivering quality services	<ul style="list-style-type: none"> • Record of work projects • Record of change of work pattern and type • Record of working under pressure
There is an on-going need for staff to operate at this higher level.			

Level 3 – Criteria to be met before progression to Pay Grade 4 SCP 18 whilst continuing to meet criteria for all previous levels

Competency	Criteria Ref:	Heading	Behaviours
	1	2.1 - Working with People	<p>a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</p> <p>A strong performance against criteria a) – f) with potentially one area in need of further development</p>
	2	3.1 Relating and Networking	<p>a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others</p> <p>A strong performance against criteria a) – e) with potentially one area in need of further development</p>
	3	4.2 Applying Expertise and Technology	<p>a. Applies specialist and detailed technical expertise. b. Develops job knowledge and expertise (theoretical and practical) through continual professional development. c. Shares expertise and knowledge with others. d. Uses technology to achieve work objectives. e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity. f. Demonstrates an understanding of different organisational departments and functions.</p> <p>A strong performance against criteria a) – e) with potentially one area in need of further development.</p>
	4	(6.2) Delivering Results and Meeting Customer Expectations.	<p>a. Focuses on customer needs and satisfaction; b. Sets high standards for quality and quantity; c. Monitors and maintains quality and productivity; d. Works in a systematic, methodical and orderly way; e. Consistently achieves project goals.</p> <p>Generally a good performance against criteria a) – e) with a maximum of one area in need of development</p> <p>A</p>
	5	(6.3) Following instructions and procedures.	<p>a. Appropriately follows instructions from others without unnecessarily challenging authority b. Follows procedures and policies c. Keeps to schedules d. Arrives punctually for work and meetings e. Demonstrates commitment to the organisation</p>

			f. Complies with legal obligations and safety requirements of the role A strong performance against criteria a) – f) with a maximum of one area in need of development
	6	Coping with Pressure (7.2)	a. Works productively in a high pressure environment b. Keeps emotions under control during difficult situations c. Balances the demands of a work life and a personal life d. Maintains a positive outlook at work e. Handles criticism well and learns from it A strong performance against criteria d) & e)
Knowledge & Formal Training	7	Higher level health and safety qualification in first aid, legionella awareness, or equivalent	<ul style="list-style-type: none"> Courses attended / competency agreed
	8	Experience of Word / Excel etc (a level 2 IT qualification would be an advantage)	<p>Requirement at all grade levels</p> <p>Word, Excel, Outlook, Internet, Intranet</p> <p>Specific data base systems within this post as listed below:</p> <ul style="list-style-type: none"> Effectively ensuring information on computer systems such as hand held computer terminals and I pads / smart phones designed for Council use is kept up to date and accurate
	9	Experience of delivering a customer focused / enforcement service to the general public	A minimum of two years' experience working in a customer focused / enforcement organisation including dealing with the public either face to face or over the telephone.
	10	Undertaken further training in a leadership / supervision course.	A Level 2 or higher qualification in either customer Service or Business Administration / Risk Management / Health and Safety or team leading. Equivalent qualifications in related areas will be considered.
Tasks / Skills	Criteria Ref:	Item	Performance
	11	Knowledge of Public Realm and open space / nature / tree work or equivalent. Demonstrated higher level of ability or wider range of skills	<p>Successful experience of working in and demonstrated competence in least 8 of the areas</p> <ul style="list-style-type: none"> Horticultural services Open Space inspection / maintenance Nature conservation Arboriculture Excavator driving Tractor driving Pesticides Turf management Shrub pruning Strimmer / hedge work
There is an on-going need for staff to operate at this higher level and that all previous requirements continue to be met.			

It is important that the contents of this Career Grade Scheme remains relevant to the current and future needs of the Council. They are therefore subject to annual management review and amendment.

Approved	Head of Dept Sign		Date	
	Workforce Dev Mgr Sign		Date	

For the use of the Human Resource Department only

	Signed	Date
Existing employees		
<input type="checkbox"/> Letter sent to employee		
<input type="checkbox"/> Copy for Exchequer		
<input type="checkbox"/> Copy for employees personnel record		
Recruitment		
<input type="checkbox"/> PDF version attached to recruitment site on internet		
<input type="checkbox"/> PDF version attached to Workforce		
<input type="checkbox"/> Copy for interview panel		