

Water Safety / Customer Care

Job Type(s):

We have various positions available:

Part time - Permanent

Seasonal

Temporary

Ad-Hoc

Who are we:

South West Maritime Academy is based in South Gloucestershire and specialises in Maritime Safety Training for seafarers, but also operates one of the South Wests' premier outdoor leisure facilities based in and around our picturesque quarry lake.

The lake hosts open water swimming, diving, open water events, fitness training, SUP sessions, triathlons and more. Our aim is to ensure people of all ages, abilities and backgrounds can enjoy our beautiful water along with benefiting from it's health and well-being benefits.

We are looking to expand our team within our outdoor leisure facilities to ensure we have a strong, flexible team in place as Spring 2022 approaches.

The Role:

Our Water Safety and Customer Care Operatives play a key role within our leisure facilities by ensuring the safe running of the lake and the safety of all its occupants during sessions.

You will carry out a whole range of tasks as part of this customer facing role, including:

- Ensuring all lake visitors adhere to lake etiquette and rules
- Monitoring the water during sessions to ensure all water users are safe
- Crew Rescue Boat and provide water response / first aid when needed
- Provide help & assistance to customers as required
- Providing excellent customer service, ensuring each visitor to the lake has a successful, rewarding and enjoyable experience
- Welcoming customers and directing them to the right area of the lake
- Dealing with customer queries as appropriate
- Handling payments for leisure activities and the sale of equipment and refreshments to visitors
- Serving customers purchased refreshments
- Keeping facilities clean and tidy, maintaining high standards throughout the day
- Supporting the wider operation of the business at SWMA as time or requirement allows

In return, you'll get:

- Competitive rates of pay
- A chance to learn new skills from our experienced team
- Extra shifts when available
- Opportunities to get involved with events and projects outside of your 'normal' work days, such as our sprint triathlon events and open water swimming challenges

Skills – What We Are Looking For

Essential:

- Ability to swim competently
- Proactive approach and adaptive mindset to challenges
- Customer focused 'can do' attitude
- Excellent customer service skills
- A desire to learn, develop and grow into the role
- Attention to detail, particularly with regards to Health and Safety

Desirable:

- A recognised First Aid qualification
- A water safety qualification such as a beach or pool lifeguard certification (such as NPLQ or RLSS)
- RYA Powerboat Level 2
- Previous experience in a similar role

Rate of Pay: £9.00 per hour – 10.25 per hour DoE/DoQ

Sound like the role for you?

Attitude and personality are more important to us for this role than qualifications, as we can help you achieve the additional skills required. So, If you're physically fit, a competent swimmer and have the ability to get hands-on with the tasks and requirements of the role then that's a great start, and SWMA would like to hear from you!

If you feel like you could be the perfect fit for our team here, please send your CV and a covering letter to info@southwestmaritimeacademy.com