

Job Description; Water Safety Team Member/Activity Instructor

Job Title:

Water Safety Team Member/Activity Instructor

Contract type:

Full time/Part time/Seasonal

Who are we:

South West Maritime Academy is based in South Gloucestershire and is a business that not only 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 Cromhall Quarry lake.

The lake hosts open water swimming, scuba diving, open water events, fitness training, paddleboarding, triathlons and more.

Main purpose of job:

You will provide safe, high quality leisure activities and events to the public and private groups. This role is centered around keeping our customers safe whilst they participate in their chosen activities, leading instructor-led sessions and monitoring participants during public open water swimming and scuba diving sessions as well as acting as safety personnel during competitions and events such as triathlons.

Position reports to:

Outdoor Activities Manager

Rate of pay:

£9.00 per hour – 10.25 per hour depending on qualifications and experience.



Main tasks of the role

Customer service:

- Providing excellent customer service, ensuring each visitor to the lake has a successful, rewarding and enjoyable experience.
- Welcoming customers to the facility and ensuring they follow the sign in (and broader site) procedures, signposting them to the right area of the lake.
- Trouble shooting and signposting customer queries, and escalating through the proper channels if required.
- Handling payment processing; the sale of equipment and serving of refreshments to visitors.

Water Safety:

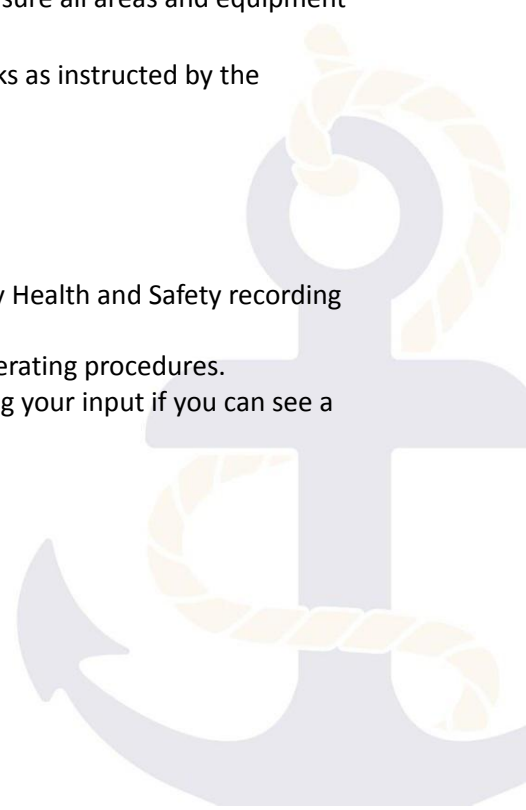
- Monitoring the water during open water sessions to ensure all water users are safe and follow the safety procedures/rules.
- Ensuring all visitors are educated in, and adhere to the facilities etiquette and rules.
- Respond to those in need of assistance; vigilantly monitoring the participants to spot signs of struggle and signals for help/assistance.
- Using rescue equipment and/or being part of a water rescue team using safety boats, paddle boards etc.
- Assist and lead instructor led SUP sessions; working alongside experienced staff to develop into a lead instructor role; helping participants to develop and build their skills whilst having loads of fun!

Site Presentation and maintenance:

- Work as part of the team to set up the site at the start of each session and close down post-sessions as the day's end.
- Keeping facilities clean and tidy, maintaining high standards throughout the day, ensuring the site is left clean and prepared for the next period of use/public session.
- Supporting the wider operation of the business at SWMA as time or requirement allows.
- Carrying out daily/weekly safety checks on equipment and facilities to ensure all areas and equipment are fit for use and meet operational standards.
- During quieter periods; carry out maintenance and site development tasks as instructed by the management team.

Health and Safety Responsibilities:

- Working safely; highlighting any issues that may arise, following company Health and Safety recording and reporting procedures.
- Implementation of key policies and procedures; risk assessments and operating procedures.
- Contribution to the reviewing process of Health and Safety matters; giving your input if you can see a better/safer way of doing something.



**Staff Development:**

As an employee you will be encouraged to take ownership of your own ongoing development, as a company we believe good quality education and training is key to success and you will receive support to develop and grow your skills, this will include:

- Periodical reviews to reflect on your performance and plan your development
- Job specific training and development, both at induction and throughout your development pathway
- Support to develop your own 'Personal Development Plan'; input from your manager to help you highlight what you need to work on and how to achieve it.
- Nationally recognised training and qualifications as part of a personalised development plan, the right training at the right time.

Skills – What We Are Looking For**Essential:**

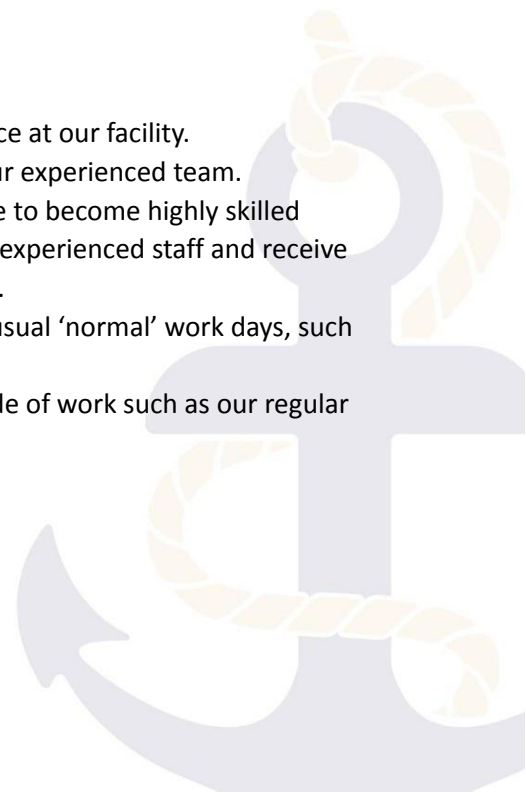
- Well organised and an ability to use your own initiative to identify what needs to be done.
- Ability to build strong working relationships with customers, clients and staff
- Flexible, adaptive mindset and approach to challenges
- A 'can do' attitude, being prepared to get hands-on with the role if and when required
- Excellent customer service and communication skills
- A desire to learn, develop and to grow into the role
- Attention to detail in all aspects of work and areas of responsibility

Desirable:

- A water safety qualification such as an open water, beach or pool lifeguard certification (OWL, NPLQ, NWSMP etc)
- RYA Powerboat Level 2
- A recognised First Aid qualification
- Experience in a similar role, or demonstratable transferrable skill sets and experience
- A nationally recognised instructor or coaching qualification (British Canoeing Paddlesport Instructor etc)
- A personal interest in open water swimming, paddleboarding and/or scuba diving.

In return, you'll get:

- Competitive rates of pay.
- To meet people from all walks of life, helping them enjoy their experience at our facility.
- A chance to learn life-long skills and to gain role specific training with our experienced team.
- High quality development; support to develop your skills and knowledge to become highly skilled instructor and water safety personnel, with opportunities to learn from experienced staff and receive nationally recognised qualifications that suit your stage of development.
- Opportunities to get involved with events and projects outside of your usual 'normal' work days, such as our sprint triathlon events and open water swimming challenges.
- Be part of a strong team, get involved with trips and social events outside of work such as our regular SUP paddle on local canals and rivers, multi day canoe trips etc.





SOUTH WEST

MARITIME ACADEMY

Sound like the role for you?

If this sounds like the opportunity for you and that you would be a great fit as part of the dynamic, friendly team here at SWMA, then we'd love to hear from you.

Please send your CV and a covering letter to info@southwestmaritimeacademy.com

