

Person Specification: Shift Leader
Essential
Qualifications & Experience:
Current RLSS National Pool Lifeguard Qualification
First Aid qualification (or willingness to obtain - not required with RLSS Generation 10).
Previous experience working in a sports or leisure facility in a frontline or support capacity.
Experience delivering excellent customer service, including handling general enquiries and basic complaints.
Awareness of health and safety practices in a leisure environment, including basic familiarity with emergency action plans and risk assessments.
Safeguarding and child protection training (or willingness to complete).
Leisure assistant or similar operational experience.
Skills & Abilities:
Reliable team player with strong communication and interpersonal skills.
Ability to work under pressure and respond to situations calmly and effectively.
Demonstrated understanding of customer service expectations in a public-facing role.
Awareness of lifeguard responsibilities and the importance of poolside supervision.
Willingness to undertake training related to facility safety, operations, and emergency procedures.
Comfortable with basic IT systems used for bookings and communication.
Personal Attributes:
Enthusiastic and proactive with a positive attitude to teamwork and learning.
Flexibility to work on a shift basis including early mornings, evenings, and weekends.
Commitment to maintaining cleanliness, safety, and high facility standards.
Willingness to act as a positive role model and uphold ELA Active values.
Other Requirements:
Able to obtain Enhanced DBS clearance.
Willingness to work across multiple sites as needed.
Understanding of the importance of safeguarding when working with children and vulnerable adults.
Desirable:
Two years of experience in a supervisory or shift leader role, in a busy sports and leisure environment.
Coaching or activity leadership qualifications in sport or fitness.
Experience supporting events or group bookings.
Knowledge of pool plant operations (with willingness to undertake relevant training).
Familiarity with normal operating procedures and emergency response protocols.
Additional certifications in first aid, customer service, or health and safety.

This person specification outlines the key attributes, qualifications, and experience required for the role of Shift Leader at ELA Active. The successful candidate will demonstrate these



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qualities and be committed to providing a safe, high-quality service to all users of the facility. While these are key requirements, the role may also involve additional duties to ensure the delivery of a safe, high-quality service to all facility users.