



## Job Description

|                   |                                 |
|-------------------|---------------------------------|
| Service:          | Leisure, Health and Environment |
| Job title:        | Aquapark Supervisor             |
| Grade:            | D                               |
| Hours of work:    | Variable                        |
| Responsible to:   | Aquapark Manager                |
| Responsible for   |                                 |
| Direct reports:   | 4                               |
| Indirect reports: | 8                               |
| Budget:           | N/A                             |

### **Purpose of Post:**

The Aquapark Supervisor is a front-line supervisory role, responsible for overseeing the safe and effective delivery of aquapark and open water sessions on a day-to-day basis.

Reporting directly to the Aquapark Manager, the postholder acts as the on-site lead during operational shifts, supervising staff, ensuring procedures are followed, supporting water quality monitoring, and maintaining high standards of safety and customer experience. The role provides visible leadership on site and supports the smooth running of this new aquapark operation.



### **Key Deliverables:**

- Act as the lead supervisor on shift, ensuring aquapark and open water activities are delivered safely and in line with operating procedures.
- Supervise Open Water Lifeguards and aquapark staff during sessions, providing guidance, support and clear direction.
- Support the Aquapark Manager with staff coordination and rota delivery, including covering absences and ensuring adequate staffing levels.
- Carry out and record water quality testing, escalating concerns or results outside normal parameters to the Aquapark Manager.
- Ensure all Normal Operating Procedures (NOPs) and Emergency Action Plans (EAPs) are followed correctly.
- Respond promptly and professionally to incidents, emergencies and customer issues, escalating when required.
- Support staff inductions, mentoring and on-the-job training.
- Assist with the setup, safety checks and takedown of aquapark equipment.
- Maintain clear and accurate operational records, including water tests, incident reports and shift handovers.
- Promote a positive, professional and safety-focused culture among staff and customers.
- Provide feedback and operational insight to the Aquapark Manager to support continuous improvement.



|   | <b>Essential (E) or Desirable (D)</b> | <b>Method of assessment</b>  |
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| <b>Knowledge and Qualifications</b>   |                                       |                              |
| Knowledge of safe working practices in a water-based or leisure environment           | Essential                             | Application / Interview      |
| Lifeguard or water safety qualification (NPLQ / OWL or equivalent)*                   | Essential                             | Application                  |
| First Aid qualification*  | Essential                             | Application                  |
| Understanding of water quality testing procedures                                     | Desirable                             | Interview                    |
| Five GCSEs at Grade C or above including Maths and English, or equivalent             | Desirable                             | Application form / Interview |
| * If you don't hold these, we can provide training and support to obtain them.        |                                       |                              |
| <b>Experience</b>   |                                       |                              |
| Experience working in a water-based, leisure, aquatics or safety-critical environment | Essential                             | Application / Interview      |
| Experience acting as a shift lead or supervisor                                       | Essential                             | Application / Interview      |



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| Experience dealing with customers and managing issues on site                    | Essential | Application / Interview |
| Experience supporting staff rotas or coordinating cover                          | Desirable | Application / Interview |
| Experience responding to incidents or emergency situations                       | Desirable | Application / Interview |
| <b>Skills and Abilities</b>  |           |                         |
| Confident supervising staff and leading by example                               | Essential | Interview               |
| Ability to remain calm and make sound decisions in busy or emergency situations  | Essential | Interview               |
| Strong organisational skills and attention to detail, particularly around safety | Essential | Interview               |
| Clear communication and customer service skills                                  | Essential | Interview               |
| Ability to work collaboratively with the Aquapark Manager and wider team         | Essential | Interview               |
| IT skills to complete logs, records and reports                                  | Essential | Interview               |



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| <p><b>Decision Making and Impact on Others</b></p> <p>What impact the decisions made by the post holder would have on others across the Council</p>   | <p>The postholder makes day-to-day supervisory decisions relating to safety, staffing, session delivery and customer management. Decisions have a direct impact on public safety, staff confidence and customer experience and must align with guidance from the Aquapark Manager.</p>  |
| <p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>  | <p>Regular face-to-face contact with customers using the aquapark.<br/>Daily communication with lifeguards, aquapark staff and the Aquapark Manager.<br/>Internal customer contact 50%<br/>External customer contact 50%</p>  |
| <p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential<br/>(D) Desirable</p> | <p>Safety-focused, reliable and professional. (E)<br/>Comfortable providing on-site leadership and support. (E)<br/>Approachable and confident dealing with customers and staff. (E)<br/>Adaptable and resilient in an outdoor operational environment. (E)<br/>Willingness to work weekends, early mornings and evenings. (E)</p>  |
| <p><b>HDC values</b></p>  | <p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> |



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| The icare logo consists of five stylized human figures in blue, green, yellow, red, and purple, arranged in a circle. Below the figures, the word "icare" is written in a lowercase, sans-serif font. | <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p> |
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## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children