



**Job Description  
Water Rescue Team  
(Lifeguards)**



## ***About H2O Rampage***

H2O Rampage is a water activities centre located in Westmill Farm, Ware, and serving the surrounding counties and North London. We offer 3 principal activities as part of our service- the Inflatable Aqua Park, Open Water Swimming, and Stand Up Paddleboard Yoga. We pride ourselves on best in class customer service, clean and functional facilities, and the ability to cater for a variety of ages and requirements.

We have been operational since 2019, opening for a roughly 4 month period each year. We are a family oriented business, so we ensure costs are low to make the activities as accessible for as many customers as possible, whilst adopting an engaging and friendly style of customer service.

The Aqua Park is our main attraction. It is a 30m<sup>2</sup> inflatable park with a modular design, allowing elements to be removed and replaced at will. Elements include a 3m action tower with slides and a jumping platform, a rope swing, trampoline, boxing ring and monkey bars. There are also 2 rocker style inflatables that are anchored to the side of the park.

Our Open Water Swimming Course has proved extremely popular. It consists of a 350m loop around the lake, marked by floating buoys. We also offer coached open water sessions for those training for a race or for beginners.

Our SUP Yoga is taught by external yoga instructors, who are trained in both yoga and paddleboarding. Sessions vary in length and timings depending on the customer's needs.



## ***Role Profile- Water Rescue Team (WRT)***

### **Age Range: 16yrs and over**

- As a member of the WRT, you will be responsible for the safety of customers when they are participating in activities on the water. This will primarily be on the Inflatable Aqua Park, but may also involve supervising swimming and Yoga activities.
- You will be one of the site first-aiders, so will also be responsible for care of any accidents that occur on land, or are transferred from the water to the land.
- You will be expected to carry out any reasonable additional requests from Management, for example cleaning tasks.
- You will be expected to attend any staff training or meetings organised by the Company. These are essential not only for your role, but also for your professional development.
- As a professional member of the team, you will be expected to maintain a clean and professional appearance at all times.
- You will be expected to act in a professional manner at all times, whilst engaging positively with customers and promoting the values of the Company.
- You will be expected to interact professionally and respectfully with other members of staff. At H2O Rampage, we are one big team so working well with others is absolutely essential!

### ***Key Qualifications and Attributes***

- **NPLQ or equivalent lifesaving qualification (*essential*)**
- OWL bolt-on module (*desirable*)
- Additional First Aid Qualification (e.g. *First Aid at Work*) (*desirable*)
- Focussed and professional attitude
- Team player
- Ability to work well under pressure
- Friendly and approachable to customers



### ***A typical day for a WRT member***

**09:45:** Arrive at site, grab a coffee and have a quick chat with the other team members on shift

**09:50:** Check that you've got all the equipment you need for the day with you, and head down to the office.

**09:55:** Final check with the manager of anything that you'll need to know for the day, and head out to the park.

**10:00:** First session starts

**10:55:** Radio your colleague to bring you out a bottle of water for the next session!

**11:00:** Second session starts.

**12:00:** Swap with another member of the team, grab a drink and head to the staff room for lunch.

**12:40:** Finish up lunch, and tick off a couple of tasks from the task sheet

**12:55:** Final checks for equipment and head back out to the park

**13:00:** Fourth Session starts.

**13:45:** A customer's child has got a nosebleed (trust us, this happens a lot!). Radio to the office to get the child taken back to shore, when you'll then take them to our ambulance.

**13:55:** Finish dealing with the nosebleed and give the ambulance a quick wipe down.

**14:00:** Head back to the park for the fifth session.

**15:00:** Time for a break! Grab a drink and a snack and chill in the sun for a while!

**15:30:** Complete another task from the task sheet, and have a chat to some passing customers.

**15:45:** Finish topping up the tan!

**16:00:** Head back to the park for the final 2 sessions of the day!

**17:20:** It's the final session, but you spot someone with a phone on the inflatable! You have a quick word with them and they swim back to shore to drop it off.

**18:00:** That's it! The day is over! You'll get picked up from the inflatable and taken back to shore.

**18:10:** You sit down in the staff area with a drink and catch up with some of the team. Someone's done a McDonald's run which makes it even better!

**18:25:** Grab your stuff from the staff room and head home for some well earned rest!

***We look forward to receiving your application!***