Hanmer Springs
Thermal Pools & Spa

Job Description

Job Title: Lifeguard

Reports to: Lifeguard Manager

About us:

Hanmer Springs alpine village, a place where history, wellness and connection come together. Our story is rooted in the rich heritage of our thermal pools and spa, offering a unique experience that promotes relaxation, rejuvenation, and sense of community.
Not only is Hanmer Springs Thermal Pools & Spa an exceptional place to visit, but it is also an exceptional place to work with strong Vision, Purpose, and Values.

Our Vision:

To be the most loved and memorable group of experiences in New Zealand

Our Purpose:

To create enriching experiences connecting people to each other and to our place.

Our Values:



About the role:

As a Lifeguard, you play a critical role in creating a safe, welcoming and enjoyable environment for every guest who visits Hanmer Springs Thermal Pools & Spa.

This is much more than a poolside supervision role. You will be an ambassador for our facility, ensuring the highest standards of safety, customer service and presentation across our pools and surrounding areas. You will engage positively with guests, respond confidently to emergencies, support daily operations and help create memorable experiences for visitors from around New Zealand and the world.

You will work as part of a close-knit team, embracing our values while contributing to a safe, clean and enjoyable environment where guests can relax, have fun and connect with others.

Key Responsibilities:

Safety & Lifeguarding

- Ensure the safety and wellbeing of all guests in and around the aquatic facility.
- Maintain a regular and visible presence throughout pool areas.
- Monitor guest behaviour and enforce safety rules and procedures.
- Respond promptly and effectively to emergencies and incidents.
- Operate the public address system when required.
- Report serious incidents, hazards or concerns to the appropriate manager or team leader.
- Maintain a high level of vigilance and professionalism at all times.

First Aid & Emergency Response

- Administer first aid when required.
- Maintain current first aid certification and emergency response competencies.
- Follow emergency procedures and contingency plans confidently and effectively.
- Assist in maintaining first aid facilities, equipment and supplies.
- Ensure managers are kept informed of all significant first aid incidents and concerns.

Guest Experience

- Deliver exceptional customer service and create positive interactions with guests.
- Build professional and welcoming relationships with visitors.
- Provide information and assistance to guests when required.
- Help create a friendly, enjoyable and safe environment for all ages and abilities.
- Represent Hanmer Springs Thermal Pools & Spa in a positive and professional manner at all times.

Facility Operations & Presentation

- Carry out daily operational cleaning duties in accordance with procedures and operational standards.
- Ensure pools, changing rooms, private pools, sauna, steam rooms and surrounding areas are maintained to a high standard of cleanliness and presentation.
- Complete daily operational checks and routine inspections.
- Monitor pool temperatures and water quality, reporting any concerns promptly.
- Assist with water testing and operational monitoring as required.
- Support the efficient day-to-day operation of the facility.

Maintenance & Operational Support

- Assist with general maintenance tasks as directed.
- Support the operation and upkeep of plant, machinery and equipment.
- Report maintenance issues, equipment faults and operational concerns promptly.
- Assist other operational areas when required to support business needs.

Teamwork & Continuous Improvement

- Work collaboratively with colleagues across the business.
- Participate in training, development and multi-skilling opportunities.
- Provide feedback and ideas to improve services, facilities and guest experiences.
- Support other departments when operationally required.
- Undertake other reasonable duties as requested by management.

Candidate Requirements:

- Hold a current Workplace First Aid Certificate or be willing to obtain one prior to employment.
- Be able to obtain and maintain the appropriate National Pool Lifeguard Qualification.
- Be a confident swimmer with strong water safety awareness.
- Have excellent communication and interpersonal skills.
- Be customer-focused and passionate about providing exceptional service.
- Work effectively as part of a team.
- Demonstrate flexibility, adaptability and a positive attitude.
- Maintain high standards of personal presentation and professionalism.
- Be physically fit and capable of working in an active environment.
- Show initiative and a willingness to learn.

Limitations on Authority:

Matters which must be referred to the Manager – Pools Operation & Customer Service in the first instance will include:

- Serious safety problems
- Maintenance problems, machine breakdowns
- Security breaks
- Health & Safety matters
- Major work problems preventing the performance of listed tasks and responsibilities.