

# Carnival UK Job Description

## Pool Supervisor

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The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

<b>Reporting to:</b> Housekeeping Manager <b>Daily Reporting to:</b> Public Area Housekeeper	<b>Department:</b> Housekeeping
<b>Leadership Responsibility:</b> 0	<b>Location:</b> Fleet based across allocated CUK vessels
<b>Titles of Direct Reports:</b> None	<b>Budget Responsibility:</b> £0
<b>Size of Department:</b> Housekeeping team	<b>Revenue Responsibility:</b> £0

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### Standard Role Summary:

Work as a member of the Hotel department, ensuring the safe supervision of the designated supervised pool(s) and surrounding areas, following all service standards and department/ HESS policies and procedures. Ensure all duties are carried out safely and correctly.

### Primary Responsibility of the Role:

To supervise guests ensuring the welfare of all pool users and undertake water based rescue of guests if required in the designated swimming pool(s) on a rota basis.

Provide the highest level of guest service, maintaining high standards while striving to provide guest satisfaction. Ensure guest safety while in the pool and / or the deck area, by monitoring the pool area. Respond to any situation / incidents safely and promptly.

Respond to any incidents and effectively deal with any guest issues or complaints.

Keep the designated pool(s) and deck areas clear to minimise the risk of accidents.

Ensure standards are maintained and that all hygiene and public health checks are undertaken as required and inform the Line Manager of required supplies and any equipment related issues.

Open and close the pool area appropriately and in liaison with the Deck Department.

Provide first aid assistance for minor ailments / accidents and contact the Medical team for more severe cases.

Undertake CPR and perform basic life support functions if necessary.

Complete any other duties set by the Line Manager that are appropriate to supporting Hotel Operations.

## Key Responsibilities & Duties:

### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<p>Competent swimmer, able to swim 100m both on front and on back (unaided by using recognised stroke).</p> <p>Obtain RLSS Emergency Response (Swimming Pools) Qualification</p> <p>Good command of spoken English and be able to educate users to the risks involved with poor behaviours, able to build rapport to effectively influence guest behaviours and effectively deal with any guest issues or complaints.</p> <p>Good command of written English to facilitate accident / incident and complaint recording accurately.</p> <p>Provide first aid assistance for minor ailments / accidents and contact the medical team for more severe cases.</p> <p>Recognise safeguarding issues and be able to respond appropriately.</p>
<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage

### HESS (Health, Environment, Safety & Security)

Knowledge/Skill	Summary of Responsibilities
<b>Health and Safety</b>	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager/supervisor/team leader and to the safety department.</p> <p>Follow safety rules and procedures</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <p>Take part in safety training &amp; risk assessments and suggest ways of reducing risks</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p> <p>Carry out life saving duties when the situation arises in the pool areas</p>
<b>Public Health</b>	<p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p> <p>Follow all CUK Public Health practices in the pool areas when faecal, vomiting or CSBPI: (suspected or confirmed blood borne pathogen incident) situations occur</p>
<b>Environment</b>	<p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p>
<b>Emergency Duties</b>	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and life rafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p>

	<p>As a member of the guest muster station ensure the safe muster and control of guests during an incident</p> <p>Give instructions and information to guests using the microphone</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
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<b>Safeguarding</b>	<p>Aware of and comply with CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p> <p>Ensure clear and professional boundaries are kept when interacting with children on board ship</p> <p>Follow correct procedure if worried about a child or the behaviour of someone towards a child</p>
<b>Security</b>	<p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p>

### **Technical**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Customer Service</b>	<p>Greet guests in a friendly and professional manner</p> <p>Respond calmly and quickly to requests from guests</p> <p>Respond appropriately to complaints and customer service issues, or report them to managers, to ensure speedy resolution</p>
<b>Dealing with Challenging People</b>	<p>Ensure guests use the facilities in the correct manner, explaining the requirements as necessary</p> <p>Politely and courteously challenge inappropriate behaviour and enforce rules</p> <p>Report guest and crew situations to line manager immediately</p> <p>Assess challenging situations and make appropriate decisions on when and how to resolve them</p> <p>Support the team to effectively deal with challenging situations</p>
<b>Daily Duties</b>	<p>Supervising assigned pool area(s) on normal sea and port days</p> <p>Opening and closing pools</p> <p>Undertaking assigned duties when the pools are closed due to inclement weather</p> <p>Assist with tender and gangway operations when pools are not open</p> <p>Assist with Housekeeping duties on turnaround day when the designated pool(s) are closed.</p> <p>Operate the pool hoist in the designated pool(s) when required</p> <p>Sweep / squeegee water from the pool deck areas to reduce accidents</p> <p>Stack / un-stack sun lounge's pre and post service hours of the designated pool(s).</p> <p>Undertaking duties when not covering the designated pool(s).</p> <p>Supervision of crew water based events as required.</p>
<b>First Aid / Safety</b>	<p>Handle any minor accidents / injuries that occur in pool areas where First Aid may be required</p> <p>Notify the Medical Centre / Duty Nurse if an accident within the pool area(s) requires more urgent medical attention / assistance</p> <p>Undertake CPR if / when required</p>

## People/Management

Knowledge/Skill	Summary of Responsibilities
<b>Coaching &amp; Mentoring</b>	Support and assist colleagues to solve their own problems when appropriate by providing help and guidance
<b>Quality Assurance</b>	Advise line manager when any element of the service or work being carried out is not up to standard

## CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

<b>Officer / Supervisor Style</b>	Thinks about their style and approach and how this impacts the team Works as part of the team to achieve agreed goals Supports and encourages others, helping to build a positive and open culture
<b>Thinking Ahead / Making Change Happen</b>	Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions
<b>Working with Others</b>	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and guests and gives constructive and helpful feedback
<b>Communicating Effectively</b>	Proactive and positive in their communications with Officers, crew and guests
<b>Customer Centred</b>	Understands how their role can impact the guest experience and works with the wider Entertainment team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service
<b>Acting Safely</b>	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

## Person Specification

	Is clear and articulate when talking to others and comfortable engaging with a wide range of people
	Demonstrates ability to deal with challenging situations
	Demonstrates a level of maturity and ability to supervise others
	Demonstrates passion and desire to work with and assist people
	Maintains highest levels of personal presentation at all times
	Adaptable and flexible in the face of change or unanticipated events
	Considers and manages risk to guests in all situations
	Ability swim to the required standard
	Ability to use good judgement when making decisions
	Demonstrates good interpersonal skills, is friendly and approachable
	High levels of stamina and resilience due to working hours and role demands
	Demonstrates honesty and integrity at all times
	Able to work outdoors in seasonal heat or cold as well as inclement weather
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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1.0	Victoria Summers	18/12/2019