



Relief Lifeguard

Application Pack Autumn 2026

Information for candidates

Welcome to InFocus, a charity dedicated to supporting young people with vision impairment and complex needs. Based in Exeter, in the beautiful southwest of England, we offer a range of education, care, therapy, and support services for those who need them most.

Our services cater to young people with all levels of vision impairment, multi-sensory impairment, and a wide range of complex needs.

Our services include:

- A specialist day and residential college (16-25)
- A Residential Care Centre at St David's House providing a full and active life for young adults needing nursing or social care
- Adult Day Care Services, Jigsaw, allowing adults to enjoy activities and social contact with the full support of trained staff, five days a week
- Supported Living houses offering independence with just the right amount of support in four different properties on the edge of Exeter
- Supported internships, work placements and work opportunities
- Education and community outreach

Our vision and mission

Our vision is a world where young people with visual impairment and additional needs are able to take their place in society, where they are valued for their contribution and their rights and independence are supported.

Our mission is to empower children, young people and adults with vision impairment and additional needs to live fulfilling young and adult lives.

What's it like to work at InFocus?

If you're interested in joining our team, you'll be part of a community of approximately 250 employees, led by CEO Jane Bell and an Executive Team of Directors. You'll work alongside colleagues from a range of disciplines, including classroom teaching, support workers, mobility and therapy, fundraising and marketing, and more.

The work of the charity is governed by an active and engaged Board of Trustees.

We have an ambitious vision for our charity, and you will be joining a dynamic and growing organisation. We are expanding our services in the near future.

You'll get a feel for what we do and what it is like to work for InFocus by looking at [our website](#) and social media channels (you'll find us on Instagram, Twitter, Facebook, LinkedIn and YouTube).

How we say thank you

- Comprehensive training and development
- Onsite café
- Access to discounted shopping
- On-site free parking
- 24-hour employee assistance programme
- "Death in service" life assurance and group accident cover
- Contributory pension scheme for eligible staff

About the role

Would you like a meaningful job that makes a difference, with flexibility to fit your lifestyle?

We are recruiting relief lifeguards to work at our beautiful 25-meter heated pool. We rely on our relief staff to cover vacancy gaps, holidays and other absences. Our Lifeguards play a really important role in always overseeing the poolside safety as well as being on hand to ensure our young people are having a great time. This is a role that requires excellent attention to detail, fantastic people skills and a current NPLQ qualification.

All our young people here at InFocus have a degree of vision impairment and other complex needs, but our staff focus on supporting and empowering them to maintain as much independence as possible.

You will be under no obligation to accept shifts that do not fit in with your commitments, however, we are looking for individuals who are able to commit to working with us. We have various shifts often requiring cover, including daytime, evening and weekends. Shifts will be agreed in advance so you can forward plan and get a good work life balance.

If successful, your first week will be spent completing a comprehensive induction and training programme, followed by closely shadowing an experienced member of your team. This is designed to give you all the knowledge you need to undertake your role before you start your first shift. The induction, training and shadow shifts will be fully paid.

Working pattern

Flexible working

About you

We are looking for someone with bags of enthusiasm who is a warm, friendly individual, and has a passion for making a difference to the lives of our young people. You will be a person who likes to have fun and enjoys working as part of team and individually.

How to apply

We'd love to have a chat with you about the role or show you around our main site in Exeter. Just email our friendly HR team on hr@infocus-charity.org.uk

To start your application, please [apply online](#). We accept CV's that accompany your completed application form. If you would prefer to complete an application form in word format, you can request this by emailing hr@infocus-charity.org.uk

Remember, **we can only consider complete applications**, so please don't hesitate to contact our HR team if you have any questions or need assistance.

We look forward to hearing from you!

Please note:

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment.

It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children and adults at risk.

All posts are conditional to an Enhanced Disclosure and Barring check (DBS), satisfactory medical check and references. Staff have a responsibility to inform InFocus of any conviction or prosecution that occurs whilst employed.

For more information, please see our [Child Protection Policy and Practices](#), and [Employment of Ex-offenders Policy](#).

Job description

Post: Relief Lifeguard (Ref: RLG)

Hours: As agreed by the line Manager

Salary: £14.58 per hour (no holiday pay is included in this rate)

Line manager: Head of Estates and Compliance

This job helps young people with vision impairment and complex needs live their best lives by allowing students and staff to access the swimming pool.

Our values

People First

We put the people we support at the centre of our services. We act with kindness, respect and a positive caring attitude. We always listen to the voice of the people we support.

Ambition

We believe in the potential of the people who use our services. We are ambitious for them, and for our staff and for our organisation.

Innovation

We act boldly, take risks and embrace technology so we can expand and improve opportunities for people with vision impairments and complex needs, and can be more effective in the way we work.

Collaboration

We have a strong multi-disciplinary approach that values teamwork. We work with others to create the best outcomes for the people we support. #TEAM

Recognition

We recognise and are inspired by the achievements of our young people. we celebrate their wow moments. We actively appreciate the contribution that our staff and volunteers make, and we look after them well.

Main purpose of the job

To ensure the safety of guests and young peoples in and around the pool area, preventing and responding to emergencies.

Duties and responsibilities

- Present a professional appearance and attitude at all times and maintain an excellent standard of customer service.
- Maintain constant surveillance of activities at the pool to prevent accidents and rescue swimmers in danger of drowning and administer first aid as required.

- Caution pool users regarding unsafe practices and safety hazards, ensuring all adhere to the pool rules and regulations.
- Follows emergency action plan in accordance with InFocus policies and procedures.
- Take personal responsibility for the maintenance, repair and security of InFocus equipment and the satisfactory appearance of InFocus pool area.
- Be flexible in your job role and willing to assist in all other duties, within reason, as requested by your manager according to training you have been given.

Safeguarding

- To **recognise** the signs of abuse and immediately **report** abuse or suspected abuse to the Safeguarding Team and **record** on the InFocus IT system
- To protect the confidentiality of all information relating to the young people and not divulge information to anyone who is not authorised to receive it
- To work within InFocus's intervention policies to ensure the safety of staff and young people is maintained
- To accurately record and assess incidents and accidents on InFocus's IT systems

Responsibilities of all InFocus staff

To contribute fully to the InFocus community by:

- Taking responsibility to be a reflective practitioner
- Taking part in personal professional development
- Working within and encouraging the implementation of our Equal Opportunity Policy
- Working within our confidentiality policy
- Promoting the safeguarding of children and adults at risk
- Carrying out the duties and responsibilities of the post in accordance with our Health and Safety policies, guidance and legislation
- Using information technology systems as required to carry out the duties of the post in the most effective and efficient manner
- Undertaking any other duties as directed by the Chief Executive that may be reasonably required

Person specification

This section lists the qualifications, skills, experience, knowledge and other attributes (selection criteria) which you must possess to perform the job duties.

Essential requirements

You must meet these criteria in order to be considered for this role. This will be assessed in your personal statement, during interview or during an assessment, task or test.

Education and qualifications

- National Pool Lifeguard Qualification (NPLQ) or equivalent. (Must be valid for the duration of any assignment accepted).

Knowledge and experience

- Experience of working in a pool environment.
- Previous customer service experience.

Skills and ability

- Ability to react calmly, quickly and effectively in emergency situations.
- Skill in the application of lifeguarding surveillance and rescue techniques.
- Knowledge of emergency First Aid procedures.
- Ability to follow verbal and written instructions.
- Ability to effectively communicate with service users and guests of all ages, management and other staff.
- Able to work on own initiative.

Personal qualities

- Approachable, welcoming, friendly, and enthusiastic.
- Clean and tidy appearance.
- Self-motivated.
- Flexible.
- Punctual.