



Position Description

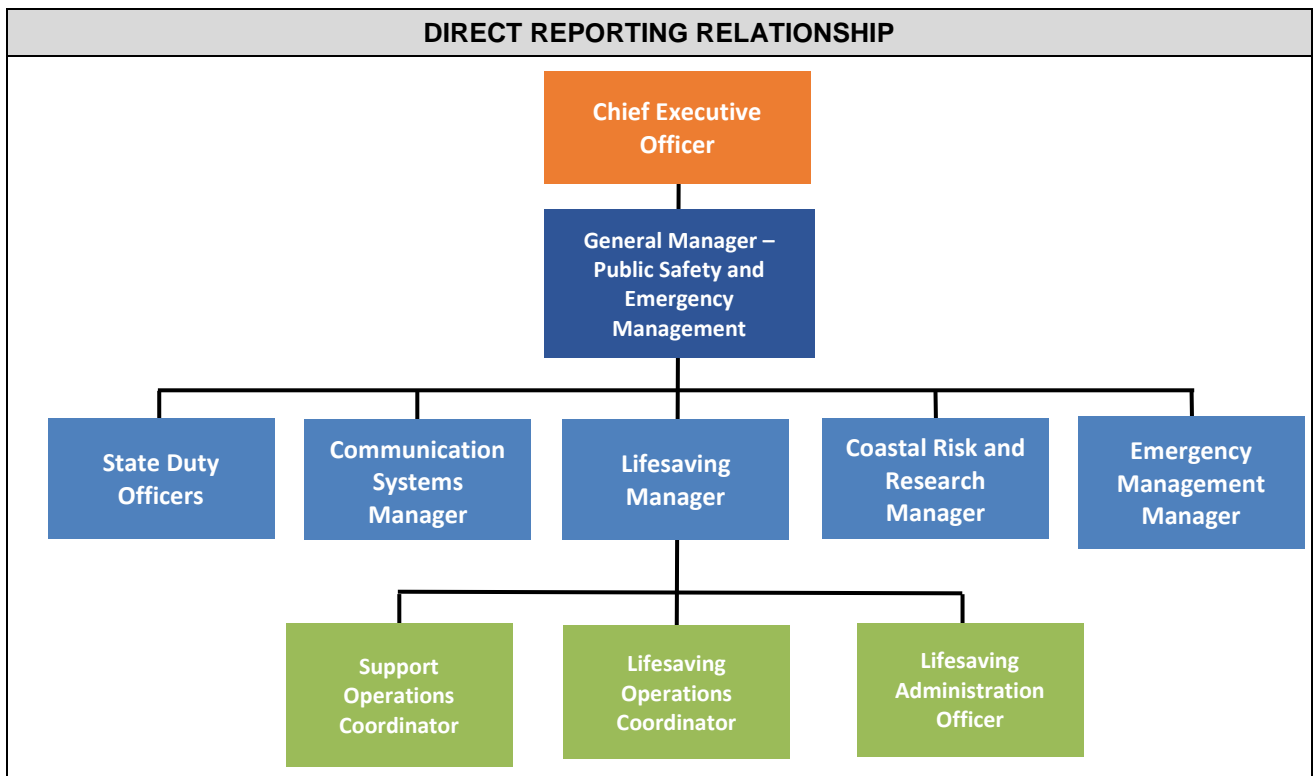
Position	Work Location	Position Description Completed
Lifesaving Manager	SLNSW Headquarters	July 2023
Reports To:	Direct Reports:	Department
General Manager, Public Safety & Emergency Management	Support Operations Coordinator Lifesaving Operations Coordinator Lifesaving Administration Officer	Public Safety

PURPOSE STATEMENT

The role is responsible for the development, delivery and maintenance of state-wide frontline services in lifesaving and support operations and will position SLNSW through its volunteer frontline members as the peak body for coastal water safety.

Through both strategic development and delivery of services, this role will ensure that all areas of lifesaving and support operations are managed in a cohesive manner. It will ensure personnel are both capable & ready for “between the flags” and “beyond the flags” lifesaving operations and incident responses. This will be achieved by pursuing a contemporary approach to operational frameworks, policies, procedures, processes, systems and operational communications.

In case of large-scale SLNSW incident responses as a Support Agency this role may assume positions in accordance with the NSW Emergency Management framework as directed.



SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Sound knowledge of Surf Life Saving and support operations demonstrated in previous roles of responsibility • Clear understanding of major contributors and linkages to coastal water safety • Demonstrated capacity to proactively deal with a range of situations unique to member-based organisations including people management, conflict resolution, diplomacy and problem solving • Previous experience in seeking, obtaining, managing and acquitting government grants for projects • Excellent written and verbal communication skills along with excellent interpersonal skills • Proven ability to manage, mentor and coach staff in a team environment • Demonstrated public speaking skills • Relevant tertiary qualifications or relevant work experience • Strong project management background with demonstrated ability to coordinate, schedule and monitor activities to meet organisational objectives and contractual requirements within a multi-task environment • A demonstrated ability to take an analytical approach in developing innovative and strategic business cases, budgeting and operational planning. • Excellent communication skills including a demonstrated ability to effectively interact with a variety of stakeholders • An understanding/experience of Risk Management processes • Current driver's license • Demonstrated Microsoft Office Skills (Word, Excel, PowerPoint) and relevant online platforms and tools • Energetic and enthusiastic, with an ability to adapt to different demands including intra and interstate travel, varied work hours and workload as well as tight deadlines. 	<ul style="list-style-type: none"> • Tertiary qualifications in business or a related industry • Experience in an Emergency Services environment • Experience working with and supporting Boards & Committees. • Experience with community based Not-For-Profit organisations, ideally within the sporting industry or emergency services. • Understanding of the relevant government bodies/external organisations and their interaction with SLSNSW with respect coastal water safety & funding • SLSNSW Bronze Medallion (or higher award) • NSW Water Safety awareness within industry and government. • Proven ability to contribute to organisational strategic goals and implement specific strategies which align with these goals • Strong IT computing skills, understanding and use of applications within a Microsoft Windows/ MS office environment. • Working knowledge and understanding of radio communications networks • Demonstrated experience working within the Emergency Management frameworks • Training as Incident Controller at any level • Training in AIIMS principles

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Leadership	<ul style="list-style-type: none"> • Work with SLSNSW SLT and Management team to develop a culture of high-performance, continuous improvement and innovation • Develop work plans for staff which relate to the key department activity areas • Monitor staff performance and undertake required actions to ensure the team remains motivated and focused • Ensure consistency of approach by staff to issues management and customer/member service levels, especially with respect to incident response matters • Provide guidance and leadership to direct reports and team. Coach and mentor staff (particularly junior staff) to ensure a member centred focus in the team's approach to its work

	<ul style="list-style-type: none"> • Be a champion for the sustainable, respectful and productive relationship between volunteers and paid personnel • Be the subject matter expert on emergency management and lifesaving services both internally and externally.
<p>KRA 2: Delivery of contemporary lifesaving operations and incident response capability to clubs</p>	<ul style="list-style-type: none"> • Initiate reviews and appraisals of clubs/branches to identify areas for continuous improvement across lifesaving operations and incident responses through capability building, technology and process improvement • In collaboration with the SLSNSW Director of Lifesaving and General Manager to initiate whole of operation reviews to ensure members and the public (where appropriate) engage at increasing levels to improve beach safety awareness • In collaboration with the SLSNSW Director of Lifesaving and General Manager review and implement methodologies around increasing surf lifesaving service levels at Clubs based on beach attendance, risk assessments & Club capacity • Provide strategy, policy and operations planning, advice and support to the SLSNSW Board, Branch DOL's, other emergency service agencies, local councils and government departments on emerging trends and issues • Oversee the execution and monitoring of LSA's with Clubs & Branches ensuring Branches & Clubs are well equipped to be able to meet their LSA requirements in a compliant manner. • Liaise with the Training & Education Manager and other relevant staff to ensure training needs for the various SLSNSW Awards remain current, appropriate and best practice • Ensure collaboration with allied bodies (i.e. other SLS States and SLISA) to ensure SLSNSW members remain at high capability levels to provide lifesaving frontline services • Investigate new technologies as they become available to ensure Clubs & patrolling members always remain capable and ready • LS SOPs are reviewed and required actions implemented in new SOP iterations across SLSNSW and its Services • Ensure the organisation's strategic objectives are central to the delivery of all programs and events
<p>KRA 3: Deliver "Beyond the Flags" capability to Branches and SLSNSW</p>	<ul style="list-style-type: none"> • Lead and drive the development of relationships with a range of key stakeholders including emergency service agencies, national bodies, private sector organisations, key sponsors, government departments and internal teams • Undertake reviews across the various areas of Support Operations to ensure best practice is identified and captured for whole of organisational benefit • Devise training across Branches to ensure consistency of delivery by the Support Operations volunteer workforce in the field • Determine new areas of impact where SLS NSW can operate/provide services to improve coastal water safety (e.g. ERB deployment, bystander rescue equipment etc.) • Represent SLS NSW on external groups (e.g. SLISA National Committees, Unpatrolled Beaches Working Group)
<p>KRA 4: Develop & Manage Budgets</p>	<ul style="list-style-type: none"> • Actively participate in the annual budget process and ensure budgets align with strategic initiatives planned and required of the Lifesaving Department • Prepare and present business cases for new initiatives which includes accurately costed budgets • Monitor & manage the department's financial obligations in accordance with the agreed budget • Undertake spending in accordance with SLSNSW expense policies • Acquit grant monies both in terms of operational & financial outcomes

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace • Demonstrates duty of care, considers own safety and the safety of others while at work • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times • Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes • Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation • Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication • Understands and supports policies and procedures of the organisation as defined in the Employee Handbook • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department. • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them. • Contributes to staff meetings and promotes the exchange of information throughout the organisation. • Regularly meets with Manager to discuss performance, plans and current issues
Continuous Improvement	<ul style="list-style-type: none"> • Exercises initiative in making improvements to work processes and outcomes. • Always searches for better ways and strives for best practice. • Embraces and adapts to change

WORKING RELATIONSHIPS

Internal: Works closely with the membership to develop and manage lifesaving programs and operational changes. Works closely with SLSNSW portfolios in particular the Learning and Development and Member Services portfolios in the development of programs ensuring the needs of surf lifesaving volunteers are met.

External: Meets with, consults and provides communication to the SLSNSW Director of Lifesaving as required. Liaises with other emergency management bodies as required or as directed. Liaises with other SLS State bodies and SLSA to as required or directed to ensure communication is regular.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

People & Culture Manager _____ Date _____

General Manager, Public Safety & Emergency Management _____ Date _____

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Employee Name _____

Employee Signature _____ Date _____