

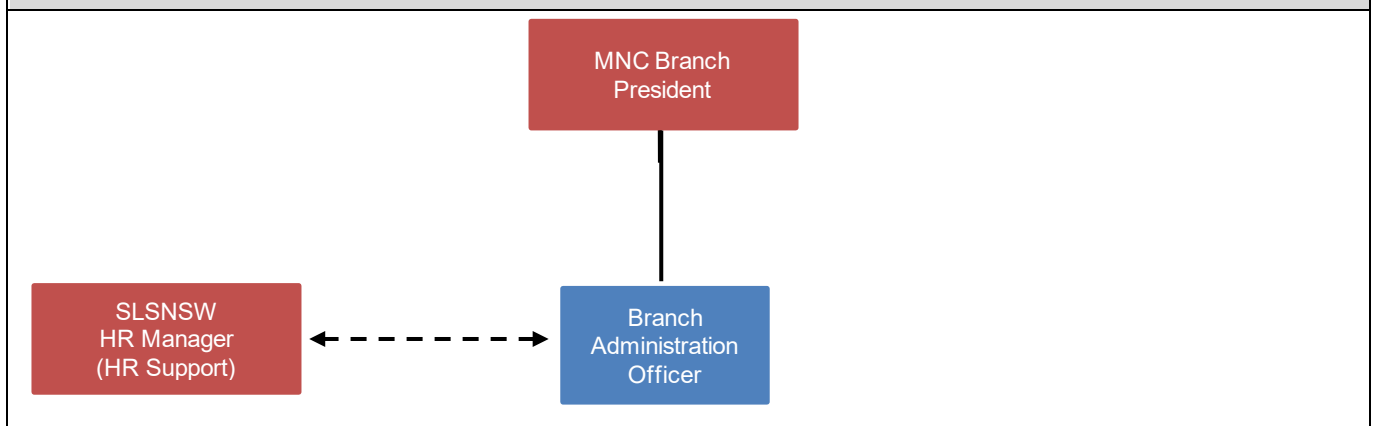


Position	Work Location	Position Description Completed
Branch Administration Officer	Port Macquarie Regional Office	September 2019
Reports To:	Direct Reports:	SLS Branch
MNC Branch President	N/A	Mid North Coast

PURPOSE STATEMENT

The Branch Administration Officer provides high quality administrative assistance and support to the Branch Executive Committee and clubs within the Branch in order to achieve the goals and objectives of the Branch and SLSNSW

DIRECT REPORTING RELATIONSHIP



SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> • Excellent customer service skills; • Well-developed oral and written communications skills (including presentation and report writing) and the ability to communicate to stakeholders at any level; • Proven ability to work independently and as part of a team; • Excellent computer skills in a number of Microsoft Office applications; • Self-motivated with a can-do attitude; • Proven ability to prioritise tasks and multitask; • Excellent interpersonal skills at all levels; • Ability to maintain a high degree of confidentiality; • Excellent organisational skills; • Ability and willingness to travel (within the branch and occasionally to SLSNSW HQ) when required; • Unrestricted Motor Vehicle Licence required; • Proven ability to exercise effective judgment, sensitivity, and creativity to changing needs and situations. • Flexibility to attend Branch/Club meetings or events as required. 	<ul style="list-style-type: none"> • Previous experience working with volunteers; • A background within Surf Life Saving and / or thorough understanding of lifesaving operations; • Previous experience of working with membership database. • Experience in a collaborative environment involving liaison with other organisations.

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Club Administration Assistance	<ul style="list-style-type: none"> • Assist clubs in the lodgement of their annual SLSNSW compliancy items • Assist clubs with administration related enquiries, specifically with day-to-day liaison between Branch & SLSNSW • Organise Surfguard Training for all Clubs (annually to ensure clubs are informed of updates and to ensure all incoming committee members are supported) • Provide updates and track relevant correspondence to Clubs. • Support clubs to access and utilise all Surf Life Saving resources e.g. SLSNSW Website, Club Mail, Members Area etc.
KRA 2: Branch Administration	<p><u>Assist the Director of Administration as required to;</u></p> <ul style="list-style-type: none"> • Collate reports and format documents for a range of purposes (e.g. sponsorship/grant proposals, branch annual report) • Provide relevant reports for Branch Officers to assist with the management of their portfolios • Ensure Branch communications channels (e.g. website, newsletters, social media, circulars etc.) are regularly distributed and updated. • Assist with the preparation and delivery of communications to external audiences as required (e.g. through official letters, mail outs, social media placements etc.) • Assist with any Constitutional, Strategic Plan, Business Plan changes or requirements • Assist President with preparation of responses and presentations for meetings, SLSNSW and external agencies.
KRA3: Training & Education Support	<p><u>Assist the Director of Education as required to;</u></p> <ul style="list-style-type: none"> • To support Chief Training Officers and Trainers, Assessors and Facilitators (TAFs) with accessing and preparing course paperwork, course resources and Education updates • To co-ordinate venues and administration for Branch-run courses • Maintain an asset register of Branch Education resources and equipment including use/borrowing of equipment
KRA 4: Lifesaving & Support Ops	<p><u>Assist the Director of Lifesaving as required to:</u></p> <ul style="list-style-type: none"> • Roster support operations personnel for carnivals, proficiencies, events and patrols • Co-ordinate the delivery of annual Branch/Club gear grant and equipment grant items • Maintain Branch records for Club gear & equipment audits and patrol audits • Liaise with Director on repairs & maintenance of Branch/State owned and/or supported assets (e.g. RWC's, UAVs, vehicles etc) • Maintain and regularly update the Lifesaving section of the Branch website • Schedule and confirm attendance for support operations training
KRA 5: Member Development and Surf Sports	<p><u>Assist the Directors to;</u></p> <ul style="list-style-type: none"> • Promote and co-ordinate Branch run programs • Collate expressions of interest and confirm eligibility for Branch/State programs • Assist the Directors to prepare and circulate committee & sub-committee meeting agendas and minutes • Assist with any other programs/carnivals or events as required • Ensure compliance with development and sport regulations. • Maintain Register of Officials and Branch Competition records • Maintain Register of Surf Sport and Development Assets
KRA 6: Meetings/Events Marketing	<p><u>Assist the relevant Director to;</u></p> <ul style="list-style-type: none"> • Develop and maintain a calendar of events for Branch activities (including but not limited to surf sports, education seminars/training workshops, proficiency days etc) • Assist Branch Directors to co-ordinate Pre-season Meetings • Assist the Director of Surf Sports to co-ordinate Branch-run surf sport

	<p>events, including event management through Carnival Manager/SEMS.</p> <ul style="list-style-type: none"> • Enter and collate all approved carnival results as directed by DoSS • Assist the Director of Administration to prepare and circulate committee & sub-committee meeting agendas and minutes • Assist the Director of Administration to co-ordinate Branch meetings • Assist Director Marketing with media, sponsorship and grant proposals and preparation of documents
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PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
KRA 1: Club Administration Assistance	<ul style="list-style-type: none"> • Club enquires are handled in an approachable, respectful and professional manner • Issues requiring further information or advice are escalated to the appropriate person in a timely fashion. • Ensure follow up back to the Club/member is timely • Ensure that MNC Club's returns for compliancy requirements are provided by deadline • 100% of clubs in the MNC Branch have been provided direct assistance/support • All requests for Club Surfguard training are actioned within the agreed timeframe
KRA 2: Branch Administration	<ul style="list-style-type: none"> • All general Branch administration records and files are maintained and recorded accurately • All communications platforms contain correct and accurate information • All reporting requirements are accurate and timely • Requests from SLSMNC Directors are addressed.
KRA 3: Training & Education Support	<ul style="list-style-type: none"> • A schedule for Branch education & training seminars etc is developed as per the brief provided by the Branch DoE • All course documentation required by the DoE is prepared by the advised deadline • Proactive flagging of issues related to TAF endorsement to the DoE as they occur • Coordinate annual maintenance of education resources i.e. oxyviva, defib • Archiving and/or destroying education documentation as required
KRA 4: Lifesaving & Support Ops	<ul style="list-style-type: none"> • Support Ops rosters are circulated by scheduled dates and changes managed and circulated • Reporting on requirements to either Branch and/or State office are timely • Gear and equipment registers, and patrol audit records are maintained accurately • Support Operations training opportunities are distributed in a timely fashion and attendance is managed effectively
KRA 5: Member Development and Surf Sports	<ul style="list-style-type: none"> • A Branch Calendar is developed as per the brief provided the Directors • Ensure program information is promoted and distributed to Clubs and members in a timely fashion • Ensure all relevant participant information is distributed to relevant program facilitators • Ensure Age Manager and Safeguarding Children Program information is up to date and distributed as required • Ensure Junior Skills Evaluations and Awards are processed prior to the SLS NSW deadline 31st Dec. each year • Ensure resources for all Programs are readily available • All equipment is operational
KRA 6: Meetings & Events	<ul style="list-style-type: none"> • All minutes, correspondence and submissions are undertaken in a timely and accurate manner, and finalised prior to respective deadlines • A Branch Calendar is developed as per the brief provided by the Directors • A Surf Sports schedule is developed as per the brief provided by the DoSS • All Branch level events are promoted to clubs & members well in advance of

	<p>their scheduled dates</p> <ul style="list-style-type: none"> • Meeting venues and administration are suitable and catered for if required.
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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 MNC Branch & SLSNSW's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the MNC Branch & 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. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members • Promotes inclusivity within the Branch and Clubs
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Supports the decisions of the MNC Branch Board of Directors • 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 Branch Director of Administration and SLSNSW HR 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:

Will develop strong internal working relationships with MNC Branch Executive Team, Branch Council and SLSNSW HQ team (as related to the agreed scope of work) and Club stakeholders.

External:

APPROVAL

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

SLSNSW Chief Operating Officer Date

MNC Branch President 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