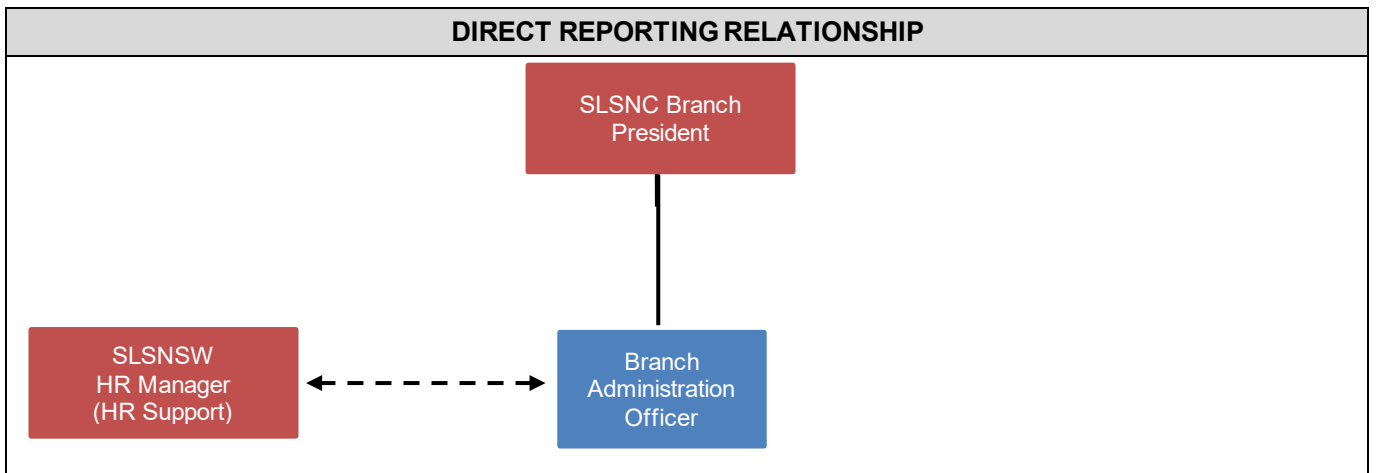




Position Description

Position	Work Location	Position Description Completed
Branch Administration Officer	Coffs Harbour SLSC	September 2019
Reports To:	Direct Reports:	SLS Branch
SLSNC Branch President	N/A	North Coast Branch

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



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 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 multi task; • 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, creativity to changing needs and situations. • Ability and willingness to occasionally work out of business hours (commensurate time in lieu offered) 	<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 Surf Life Saving’s membership database (Surfguard); • Understanding of matters related to Registered Training Organisations (RTO) and Vocational Education and Training (VET).

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Branch Administration	<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 required SurfGuard reports for Branch Officers to assist with the management of their portfolios • Ensure Branch communications channels (eg web site, newsletters, social media, circulars etc) are maintained and accurate • Assist with the delivery of communications to external audiences as required (e.g. through mail outs, social media placements etc.) • Under the direction of the Branch President, assist with the building of relationships with relevant local council representatives, local businesses, community leaders and local media outlets • Undertake the role of conduit between Branch and State office with respect to administrative alignment
KRA 2: Training & Education Support	<ul style="list-style-type: none"> • Process all Assessment Requests for awards, proficiencies, junior awards and junior evaluations in line with Branch, State and national policies, including collating and storing required paperwork • Support Chief Training Officers and Trainers, Assessors and Facilitators (TAFs) with accessing and preparing course paperwork, course resources and Education updates • Assist the Branch Director of Education to co-ordinate Branch-run courses • Assist the Branch Director of Education to monitor the progress of TAF Endorsements and Re-endorsements
KRA 3: Lifesaving & Support Operations	<ul style="list-style-type: none"> • Assist the Lifesaving Director in the weekly rostering of support operations personnel • Co-ordinate the annual branch/club gear grant and equipment grants • Maintain branch records for club patrolling requirements (LSA's) • Maintain Branch records for club gear & equipment audits • Liaise with SLSNSW on repairs & maintenance of state owned and/or supported assets (eg RWC's, vehicles etc) • Re-opening / correction of Patrol Log entries
KRA 4: Meetings & Events	<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 the Director of Administration to prepare and circulate committee & sub-committee meeting agendas and minutes • Co-ordinate the Branch Awards of Excellence (inclusive of awards nominations and referral to the NSW AOE) • Co-ordinate the Branch AGM and Branch Council meetings • Work with the Branch Director of Education to co-ordinate the Branch Education Pre-season Meetings • Work with Director of Surf Sports to co-ordinate Branch-run surf sport events, including event management through Carnival Manager/SEMS.
KRA 5: Club Administration Assistance	<ul style="list-style-type: none"> • Assist clubs in the lodgement of their annual SLSNSW compliancy lodgements • Approve transfer requests following club approvals. • Assist clubs with administration-related enquiries, specifically with day-to-day SurfGuard support • Organise SurfGuard Training for all clubs (annually to ensure clubs are informed of updates and to ensure all incoming committee members are supported) • Support clubs to access and utilise all Surf Life Saving resources e.g. SLSNSW Website, Club Mail, Members Area etc.

PERFORMANCE STANDARDS (KPIs)

Outcomes	Key Performance Indicators (KPI's)
KRA 1: Branch Administration	<ul style="list-style-type: none"> • All surfguard records are maintained accurately • All general Branch admin records and files are maintained and recorded accurately • Communications between Branch & state offices is proactive and issues are reported in a timely fashion • All communications platforms contain correct & accurate information • All reporting requirements are accurate and timely
KRA 2: 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 requests for awards processing is completed within 7 days of lodgement • 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
KRA 3: Lifesaving & Support Operations	<ul style="list-style-type: none"> • Support ops rosters are circulated by scheduled dates and changes managed and circulated • Reporting on and R&M requirements to either Branch and/or state office are timely • Gear & equipment registers are maintained accurately • Gear & Equipment grants are submitted to state prior to deadlines • Any issues with clubs fulfilling LSA requirements are reported to the DOL in a timely fashion
KRA 4: Meetings & Events	<ul style="list-style-type: none"> • All minutes, correspondence and submissions are undertaken in a timely & accurate manner and finalised prior to respective deadlines • A Branch Education Calendar is developed as per the brief provided by the DOE • A Surf Sports schedule is developed as per the brief provided by the BDOSS • All Branch level events are promoted to clubs & members well in advance of their scheduled dates • Accurate registration and attendance records are maintained and logged into surfguard as required • The Branch AOE are co-ordinated within budget and prevent milestones are maintained
KRA 5: 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. Follow up back to the club/member is timely • The FNC club's returns for compliancy requirements are provided by deadline • % of clubs in the FNC Branch have been provided direct assistance/support • All requests for club surfguard training are actioned within the agreed timeframe

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 SLSS & SLSNSW's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the SLSS & SLSNSW WHS policy and visibly and constantly supports its implementation; • Practice and promote the SLSS & 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 • 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 Surf Lifesaving North Coast Board. • 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: Will develop strong internal working relationships with Surf Lifesaving North Coast team (as related to the agreed scope of work) and Club stakeholders.

The above Outcomes, Activities and Duties listed reflect "Key" duties but daily tasks may not be limited to those listed.

External: Relevant Council and Chamber of Commerce

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

SLSNC Branch Administration Officer 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