

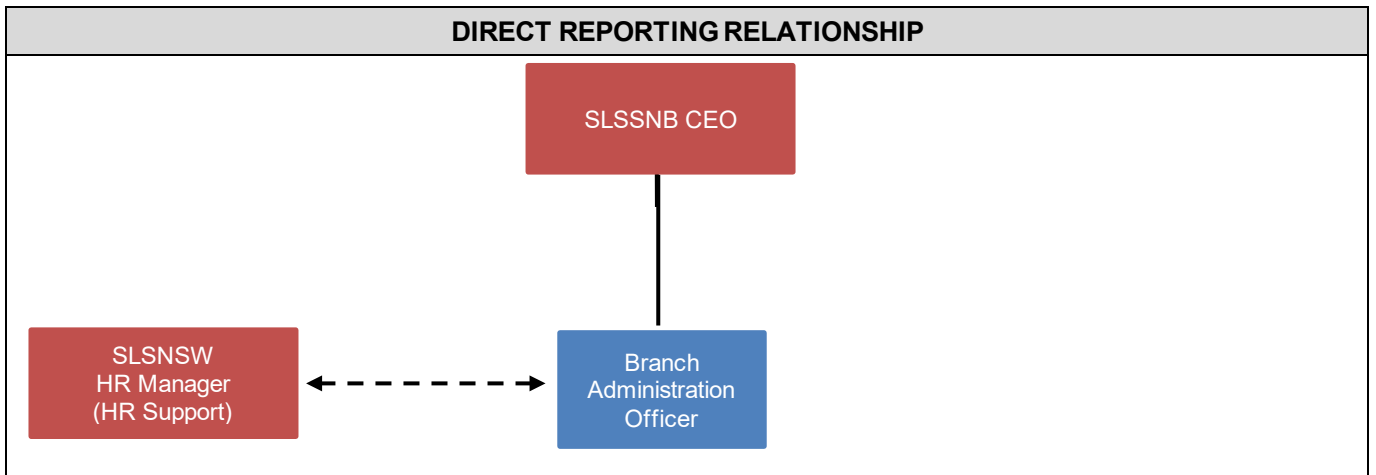


# Position Description

Position	Work Location	Position Description Completed
Branch Administration Officer	SLS Sydney Northern Beaches Warriewood	September 2019
Reports To:	Direct Reports:	SLS Branch
SLSSNB CEO	N/A	Sydney Northern Beaches

**PURPOSE STATEMENT**

The Branch Administration Officer provides high quality administrative assistance and support to the Branch 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"> <li>• Excellent customer service skills;</li> <li>• Well-developed oral and written communications skills (including presentation and report writing) and the ability to communicate to stakeholders at any level;</li> <li>• Proven ability to work independently and part of a small autonomous team;</li> <li>• Excellent computer skills in a number of Microsoft Office applications;</li> <li>• Self-motivated with a can-do attitude;</li> <li>• Proven ability to prioritise tasks and multi task;</li> <li>• Excellent interpersonal skills at all levels;</li> <li>• Ability to maintain a high degree of confidentiality;</li> <li>• Excellent planning and organisational skills;</li> <li>• Ability and willingness to travel (within the branch and occasionally to SLSNSW HQ) when required;</li> <li>• Unrestricted Motor Vehicle Licence required;</li> <li>• Proven ability to exercise effective judgment, sensitivity, creativity to changing needs and situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working with volunteers;</li> <li>• A background within Surf Life Saving and / or thorough understanding of lifesaving operations;</li> <li>• Previous experience of working with Surf Life Saving's membership database (Surfguard);</li> <li>• Previous experience in updating websites and social media platforms</li> <li>• Previous experience with Xero accounting software</li> <li>• Reasonable level of fitness to be able to carry out physical duties such as lifting and carrying</li> </ul>

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
<b>KRA 1: Branch Administration</b>	<ul style="list-style-type: none"> <li>• Assist the Branch Manager in the maintenance of Branch financial payments/receipts and reporting</li> <li>• Collate reports and format documents for a range of purposes (e.g. sponsorship/grant proposals, branch annual report)</li> <li>• Provide required reports for Branch Officers to assist with the management of their portfolios</li> <li>• Ensure Branch communications channels (eg web site, newsletters, social media, circulars etc) are maintained and accurate</li> <li>• Assist with the delivery of communications to external audiences as required (e.g. through mail outs, social media placements etc.)</li> <li>• Assist the Branch and clubs with grant applications and acquittals</li> <li>• Assist the Branch CEO with sponsor liaison and maintenance</li> </ul>
<b>KRA2: Education and Lifesaving Support</b>	<ul style="list-style-type: none"> <li>• Assist the Lifesaving and Education Officer with administrative duties</li> <li>• Understudy the Branch Education and Lifesaving Officer in order to provide coverage for leave</li> </ul>
<b>KRA 3: Member Services</b>	<ul style="list-style-type: none"> <li>• Assist with arranging Junior Lifesaver of the Year, Awards of Excellence, Youth camps, MHFA courses and other Member Services activities</li> <li>• Ensure Clubs are aware of and are complying with Working With Children checks and Safeguarding Children guidelines</li> </ul>
<b>KRA 4: Meetings &amp; Events</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a calendar of events for Branch activities (including but not limited to education seminars/training workshops, proficiency days etc)</li> <li>• Assist the Branch Manager to prepare and circulate committee &amp; sub-committee meeting agendas and minutes</li> <li>• Assist the Branch Manager to Co-ordinate the Branch Awards of Excellence (inclusive of awards nominations and referral to the NSW AOE)</li> <li>• Assist the Branch Manager to Co-ordinate the Branch AGM and Branch Executive meetings</li> </ul>
<b>KRA 4: Club Administration Assistance</b>	<ul style="list-style-type: none"> <li>• Assist clubs in the lodgement of their annual SLSNSW compliancy lodgements</li> <li>• Assist clubs with administration-related enquiries, specifically with day-to-day SurfGuard support</li> <li>• Organise appropriate training sessions for clubs including Governance and Administration</li> <li>• Support clubs to access and utilise all Surf Life Saving resources e.g. SLSNSW Website, Club Mail, Members Area etc.</li> <li>• Identify key needs by club and make recommendations to the CEO to address these needs.</li> <li>• Other administrative duties as reasonably requested.</li> </ul>

PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
<b>KRA 1: Branch Administration</b>	<ul style="list-style-type: none"> <li>• All general Branch admin records (incl financials) and files are maintained and recorded accurately</li> <li>• Communications between Branch &amp; clubs is proactive and issues are reported in a timely fashion</li> <li>• All communications platforms contain correct &amp; accurate information</li> <li>• All reporting requirements are accurate and timely</li> </ul>

<b>KRA2: Education and Lifesaving Support</b>	<ul style="list-style-type: none"> <li>• understanding of Lifesaving and Education SOPs to be able to handle basic enquiries</li> </ul>
<b>KRA 3: Member Services</b>	<ul style="list-style-type: none"> <li>• All Branch level events are promoted to clubs &amp; members well in advance of their scheduled dates</li> <li>• Accurate registration and attendance records are maintained and logged into surfguard as required</li> </ul>
<b>KRA 3: Meetings &amp; Events</b>	<ul style="list-style-type: none"> <li>• All minutes, correspondence and submissions are undertaken in a timely &amp; accurate manner and finalised prior to respective deadlines</li> <li>• All Branch level events are promoted to clubs &amp; members well in advance of their scheduled dates</li> <li>• Accurate registration and attendance records are maintained and logged into surfguard as required</li> <li>• The Branch AOE are co-ordinated within budget and high standards are maintained</li> </ul>
<b>KRA 4: Club Administration Assistance</b>	<ul style="list-style-type: none"> <li>• Club enquires are handled in an approachable, respectful and professional manner</li> <li>• 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</li> <li>• The SNB club's returns for compliancy requirements are provided by deadline</li> <li>• % of clubs in the SNB Branch have been provided direct assistance/support</li> <li>• All requests for club surfguard training are actioned within the agreed timeframe</li> </ul>

<b>CORE RESPONSIBILITIES (ALL STAFF)</b>	
<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
Work Health and Safety	<ul style="list-style-type: none"> <li>• 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;</li> <li>• Demonstrates duty of care, considers own safety and the safety of others while at work;</li> <li>• Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times;</li> <li>• Is fully aware of SNB Branch &amp; SLSNSW's safety procedures and expectations, and actively participates and contributes;</li> <li>• Participates in the ongoing improvement of the SNB Branch &amp; SLSNSW WHS policy and visibly and constantly supports its implementation;</li> <li>• 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.</li> </ul>
Organisational Culture	<ul style="list-style-type: none"> <li>• Promotes and encourages personal growth and effective communication.</li> <li>• Understands and supports policies and procedures of the organisation as defined in the Employee Handbook.</li> <li>• Continually contributes to and supports volunteers &amp; staff, including Directors, Branches, Clubs &amp; Members</li> <li>• Promotes inclusivity within the Branch and Clubs</li> </ul>
Leadership/Teamwork	<ul style="list-style-type: none"> <li>• Supports the decisions of SLSSNB Board of Directors and SLSSNB Management</li> <li>• Displays willingness to assist others, shares knowledge openly, cooperates and supports the department.</li> <li>• Receptive and open to feedback</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintains a positive and constructive attitude that promotes confidence in those around them.</li> <li>• Contributes to staff meetings and promotes the exchange of information throughout the organisation.</li> <li>• Regularly meets with Branch CEO and SLSNSW HR Manager to discuss performance, plans and current issues</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Exercises initiative in making improvements to work processes and outcomes.</li> <li>• Always searches for better ways and strives for best practice.</li> <li>• Embraces and adapts to change</li> </ul>

<b>WORKING RELATIONSHIPS</b>
<p>Internal: Will develop strong internal working relationships with SNB Branch Executive Team, Club Presidents and Administrators, and SLSNSW HQ team (as related to the agreed scope of work) and Club stakeholders.</p> <p>External: Branch Sponsors and other stakeholders</p>

<b>APPROVAL</b>
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 ..... SNB Branch CEO ..... 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 .....