

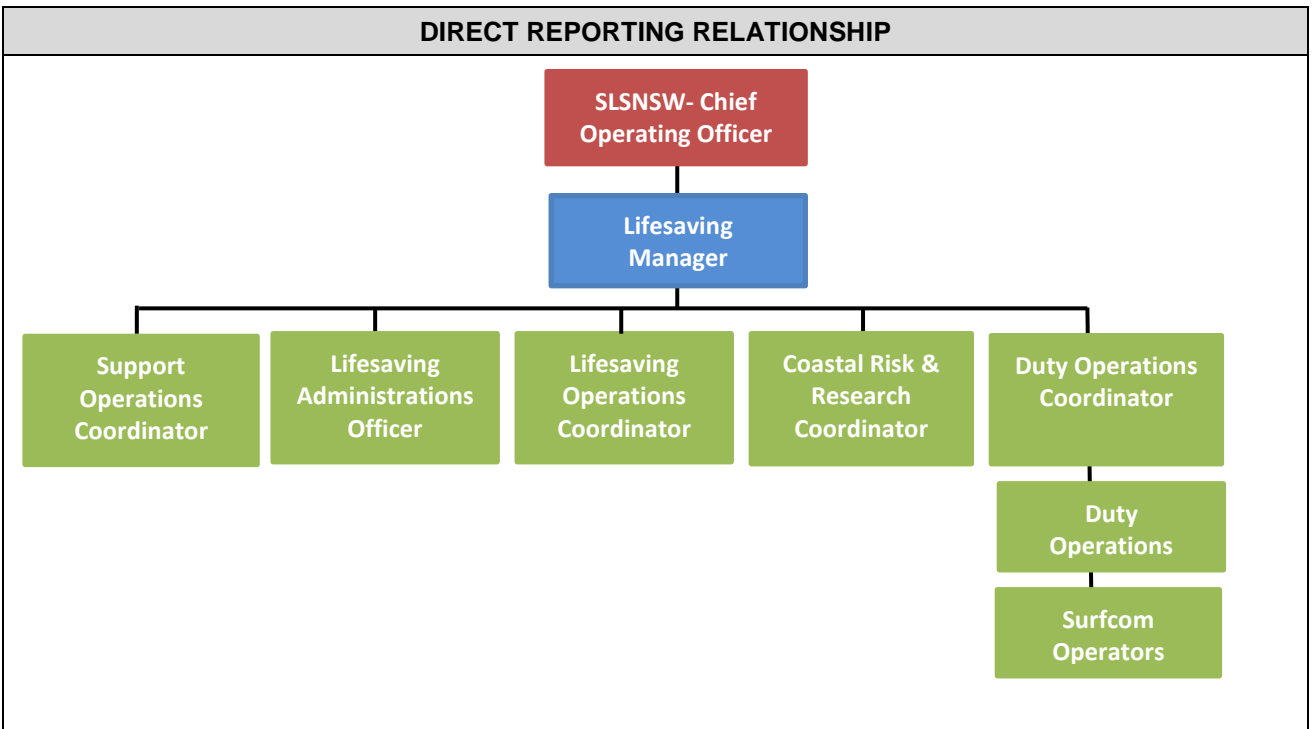


# Position Description

Position	Work Location	Position Description Completed
Lifesaving Manager	SLSNSW Headquarters	September 2019
Reports To:	Direct Reports:	Department
<b>COO</b>	Coastal Risk and Research Lifesaving Officer Duty Operations Coordinator Lifesaving Operations Coordinator Lifesaving Administration Officer	Lifesaving

**PURPOSE STATEMENT**

Position SLSNSW through its front line members as the peak body for coastal water safety, by ensuring personal are both capable & ready for “between the flags” and “outside the flags” lifesaving operations. This will be achieved by pursuing a contemporary approach to engaging clubs/members and pursuing the use of technology to advance operational approaches.



<b>SELECTION CRITERIA</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Sound knowledge of Surf Life Saving and support operations demonstrated in previous roles of responsibility</li> <li>• Clear understanding of major contributors and linkages to coastal water safety</li> <li>• Demonstrated capacity to proactively deal with a range of situations unique to member based organisations including people management, conflict resolution, diplomacy and problem solving</li> <li>• Previous experience in seeking, obtaining, managing and acquitting government grants for projects</li> <li>• Excellent written and verbal communication skills along with excellent interpersonal skills</li> <li>• Proven ability to manage, mentor and coach staff in a team environment</li> <li>• Demonstrated public speaking skills</li> <li>• Relevant tertiary qualifications or relevant work experience</li> <li>• Demonstrated success in project management</li> <li>• Business acumen demonstrated by solid budget management &amp; implementation of business/project plans experience</li> <li>• Demonstrated ability to effectively communicate with a variety of stakeholders</li> <li>• An understanding/experience of Risk Management processes Current driver's license, willing to undertake travel</li> <li>• Demonstrated Microsoft Office Skills (Word, Excel, PowerPoint)</li> <li>• Flexible attitude to work, including outside of normal working hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Tertiary qualifications or equivalent experience in sport/event management or similar;</li> <li>• Experience in an Emergency Services environment</li> <li>• Previous experience working for a community based/not for profit organisation;</li> <li>• Understanding of the relevant government bodies/external organisations and their interaction with SLSNSW with respect coastal water safety &amp; funding</li> <li>• SLSNSW Bronze Medallion (or higher award)</li> <li>• NSW Water Safety awareness within industry and government.</li> <li>• Proven ability to contribute to organisational strategic goals and implement specific strategies which align with these goals</li> </ul>

<b>KEY OUTCOMES (KRA)</b>	
<b>Outcomes</b>	<b>Key Activities</b>
KRA 1: Staff leadership	<ul style="list-style-type: none"> <li>• Develop work plans for staff which relate towards the key department activity areas</li> <li>• Monitor staff performance and undertake required actions to ensure the team remains motivated and focused</li> <li>• Ensure consistency of approach by staff to issues management and customer/member service levels, especially with respect to incident response matters</li> <li>• Coach and mentor staff (particularly junior staff) to ensure a member centred focus in the team's approach to its work</li> </ul>
KRA 2: Delivery of contemporary Between the Flags Operations for clubs	<ul style="list-style-type: none"> <li>• Initiate reviews and appraisals of clubs/branches identifying areas for continuous improvement in surf lifesaving activities</li> <li>• In collaboration with the Director of Lifesaving initiate whole of operation reviews to ensure members and the public (where appropriate) engage at increasing levels with respect to patrolling</li> <li>• Initiate reviews and implement a methodology around customising surf lifesaving service levels at clubs to risk assessments &amp; club capacity</li> <li>• Oversee the execution and monitoring of LSA's with clubs &amp; Branches</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with the L&amp;D Manager to ensure training needs for the various SLSNSW Awards remain current, appropriate and best practice</li> <li>• Ensure Branches/Clubs are well equipped such that they can meet their Life Saving Agreements (LSAs) requirements effectively</li> <li>• Ensure collaboration with allied bodies (i.e. other SLS States and SLSA to ensure SLSNSW members remain at the forefront of patrolling response</li> <li>• Investigate new technologies as they become available to ensure clubs &amp; patrolling members remain capable and ready at all times</li> <li>• Life Saving SOPs are reviewed and required actions implemented in new SOP iterations across all operations</li> <li>• Ensure the organisation's strategic objectives are central to the delivery of all programs and events</li> </ul>
KRA 3: Support Operations & SOC	<ul style="list-style-type: none"> <li>• Undertake reviews across the various areas of Support Services to ensure best practice is identified and captured for whole of organisational benefit</li> <li>• Devise training across branches to ensure consistency of delivery by the Support Operations volunteer workforce in the field</li> <li>• Determine new areas of impact where SLSNSW can operate/provide services as a means to improve coastal water safety (e.g. Emergency Rescue Beacons (ERB) deployment, by-stander rescue equipment etc)</li> <li>• Ensure the State Operations Centre (SOC) remains current with technology, so that it can fulfil its role in managing SLS assets across NSW</li> <li>• Ensure the SOC undertakes a continuous improvement program to ensure operational procedures and approaches remain current, can effectively communicate with allied services (e.g. Marine Area Command) and ensure the safety and welfare of SLS personnel in the field.</li> <li>• Represent SLSNSW on external groups (e.g. SLSA National Committees, Unpatrolled Beaches Working Group, REMC)</li> <li>• Oversee the submission of Coronial Reports as required</li> </ul>
KRA 4: Develop & Manage Budgets	<ul style="list-style-type: none"> <li>• Actively participate in the annual budget process and ensure budgets align with strategic initiatives planned and required of the sports department</li> <li>• Prepare and present business cases for new initiatives which includes accurately costed budgets</li> <li>• Monitor &amp; manage the department's financial obligations in accordance with the agreed budget.</li> <li>• Undertake spending in accordance with SLSNSW expense policies</li> <li>• Seek out and apply for grants from various sources to ensure the Lifesaving department can fulfil its strategic &amp; operational goals</li> <li>• Acquit grant monies both in terms of operational &amp; financial outcomes.</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 SLSNSW's safety procedures and</li> </ul>

	<p>expectations, and actively participates and contributes;</p> <ul style="list-style-type: none"> <li>• Participates in the ongoing improvement of the 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> </ul>
Leadership/Teamwork	<ul style="list-style-type: none"> <li>• Supports the decisions of SLSNSW Board of Directors and SLSNSW Management</li> <li>• Displays willingness to assist others, shares knowledge openly, cooperates and supports the lifesaving department.</li> <li>• Receptive and open to feedback</li> <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 your direct 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 enhancements and improvements and strives for best practice.</li> <li>• Embraces and adapts to change</li> </ul>

#### WORKING RELATIONSHIPS

**Internal:** Consults regularly with the membership to develop and manage lifesaving programs and operational changes. Works closely with SLSNSW portfolios in particular the Education and Member Services portfolios in the development of programs ensuring the needs of surf lifesaving volunteers are met. Works closely with the Australian Lifeguard Services (ALS) to ensure operations meet commercial needs.

**External:** Meets with, consults and provides regular communication to the Director of Lifesaving in regards to Lifesaving matters. Liaise with other emergency management bodies to ensure that communication is regular and the engagement and shared information between services is up to date.