

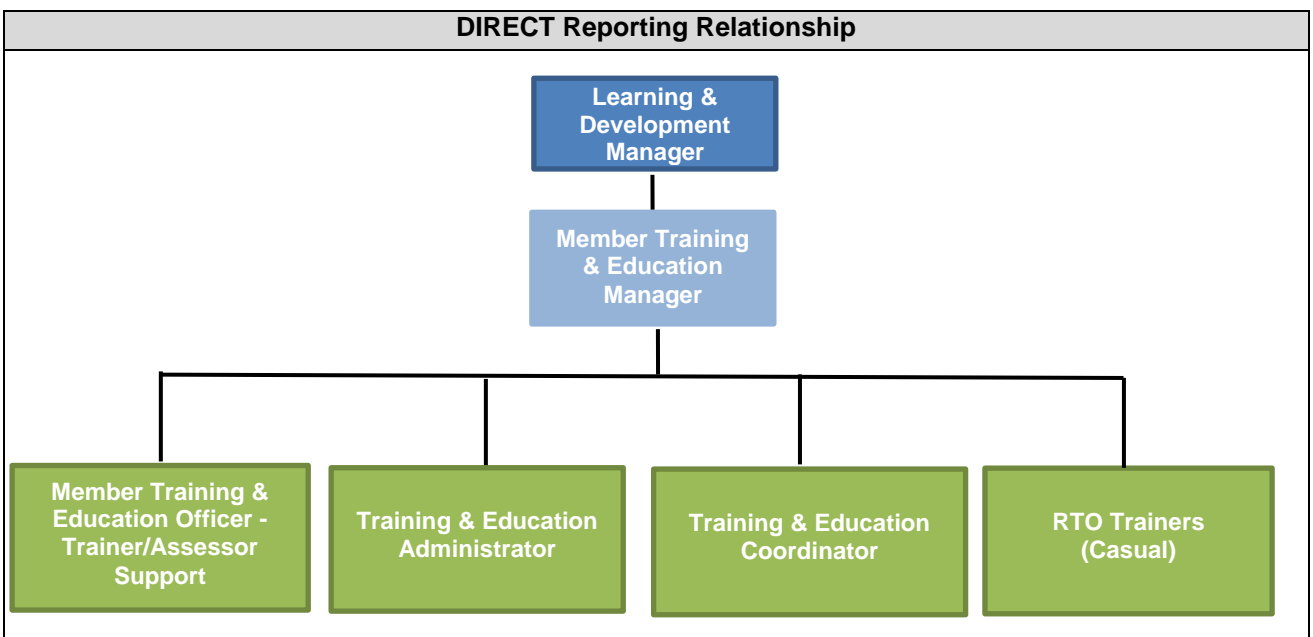


# Position Description

Position	Work Location	Position Description Completed
Training and Education Coordinator	SLSNSW Headquarters	October 2018
Reports To:	Direct Reports:	Department
Member Training & Education Manager	NIL	Learning & Development

**PURPOSE STATEMENT**

To support Surf Life Saving NSW volunteers to deliver high quality and consistent training and education to members in line with RTO compliance requirements. This position is responsible for building and developing relationships with volunteers to ensure the successful adoption of Surf Life Saving NSW policies, processes and programs.



SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills along with excellent interpersonal skills;</li> <li>• Confidence to liaise with a wide range of internal and external stakeholders;</li> <li>• Proven ability to work as part of a dynamic, outcomes focused team as well as operating autonomously;</li> <li>• Ability to demonstrate attention to detail and structured approach to delivering project outcomes;</li> <li>• Strong positive problem solving skills and positive approach to solutions;</li> <li>• Strong work ethic and motivated approach;</li> <li>• Professional manner and presentation;</li> <li>• Good Microsoft Office skills (Word, Excel, PowerPoint);</li> <li>• Flexible attitude to work, including weekend work;</li> <li>• Current Driver's license.</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate IV in Training and Assessment;</li> <li>• Sound knowledge of the Australian Vocational Education and Training (VET) Quality sector and/or Surf Life Saving operations;</li> <li>• Knowledge and understanding of the volunteer environment;</li> <li>• Ability to analyse information and/or data and present professional reports/results;</li> <li>• Skills and knowledge of quality management;</li> </ul>

<b>KEY OUTCOMES (KRA)</b>	
<b>Outcomes</b>	<b>Key Activities</b>
KRA 1: Project Management	<ul style="list-style-type: none"> <li>• Coordinate and oversee the delivery of education related projects, initiatives and tasks, taking into account relevant internal and external stakeholder considerations and driving performance to achieve determined timeframe.</li> <li>• Research, analyse and distil multifaceted issues, translating to clear and actionable directions and priorities that support efficient achievement of project outcomes.</li> <li>• Keep up to date with changes in the VET sector affecting training and assessing within SLSNSW and assist the Member Training &amp; Education Manager with maintaining Education policies, processes and resources.</li> </ul>
KRA 2: Service Delivery	<ul style="list-style-type: none"> <li>• Promote an effective working culture by ensuring knowledge is captured and shared.</li> <li>• Contribute to standard and ad-hoc evaluations, reviews and reporting activities.</li> <li>• Ensure effective communication/information flow between SLSNSW and SLISA.</li> <li>• Liaise with internal departments, branches and clubs to source content for internal communications including news items and eDMs.</li> <li>• Support the implementation and validation of new course resources, including preparing information for pre-season updates.</li> <li>• Support the development and sharing of tools/resources to assist TAFs.</li> <li>• Assist with the delivery of inductions to new Chief Training Officers and Branch Directors of Education as required.</li> <li>• Contribute to the development and evaluation of course resources, applying adult learning theory to improve the learner and trainer experience within face-to-face, online and blended learning environments.</li> <li>• Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.</li> <li>• Attend to special projects and other reasonable duties as required from time to time as required by the Member Training &amp; Education Manager.</li> </ul>
KRA 3: Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Develop and sustain strong internal stakeholder relationships and engagement, providing reliably accurate guidance on dependencies and expectations to ensure integrated, fit for purpose, quality outcomes.</li> <li>• Develop and monitor effective working relationships with our clients including directors.</li> <li>• Attends branch and other SLSNSW meetings as required.</li> <li>• Represent SLSNSW in a professional manner at all times.</li> <li>• Work collaboratively with other areas of the organisation to ensure the key priorities and actions outlined in the organisational strategic plan are supported at all times.</li> </ul>

<b>PERFORMANCE STANDARDS (KPIs)</b>	
<b>Outcomes</b>	<b>Key Performance Indicators (KPI's)</b>
KRA 1: Project Delivery	<ul style="list-style-type: none"> <li>• SLSNSW's RTO Quality Assurance Strategy is implemented;</li> <li>• Agreed education related projects, initiatives and tasks are delivered on time and on budget.</li> </ul>
KRA 2: Service Delivery	<ul style="list-style-type: none"> <li>• Improved learner's and trainer's experience within face-to-face, online and blended learning environments;</li> <li>• Agreed work projects are completed;</li> <li>• Complete work plan reporting as required;</li> <li>• Provide proactive high standard customer service at all times.</li> </ul>
KRA 3: Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Positive feedback received from Branches and Clubs regarding support provided;</li> <li>• Attend Branch meetings as required;</li> <li>• Exhibit SLSNSW values and represent SLSNSW in a professional manner at all times.</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 expectations, and actively participates and contributes;</li> <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 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 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>

**WORKING RELATIONSHIPS**

Internal: Works closely with all members of the Member Training & Education function and the wider Learning & Development Team to support Members with education matters, focusing on continuous improvement.

External: Works with other organisations and the general public regarding education enquiries.

**APPROVAL**

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

Chief Operating Officer SLSNSW \_\_\_\_\_ Date \_\_\_\_\_

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 \_\_\_\_\_