# Position Description

<table>
<thead>
<tr>
<th>Position</th>
<th>Work Location</th>
<th>Position Description Completed</th>
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<tbody>
<tr>
<td>UAV Operations Coordinator</td>
<td>SLSNSW HQ - Belrose</td>
<td>July 2019</td>
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**Reports To:**  
ALS (NSW) Manager  
**Direct Reports:**  
N/A  
**Department:**  
SLSS (Lifeguard Operations)

## PURPOSE STATEMENT

The UAV Operations Coordinator is responsible for supporting all SLS and SLSS UAV operations in ensuring efficient operational objectives are met in line with the SLS Strategic & Business Plans.

## DIRECT REPORTING RELATIONSHIP

![Diagram showing the report structure of the UAV Operations Coordinator](chart.png)
<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Relevant qualifications in a related field (e.g. Business Administration &amp; Public Safety)</td>
<td>Relevant SLSA Awards including (current) Bronze Medallion,</td>
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<td>RePL licence or ability to achieve this licencing level within 6 weeks of commencement</td>
<td>RePL UAV licence</td>
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<td>Well-developed analytical skills; a conceptual approach to planning, and the ability to make sound judgements.</td>
<td>Co-ordination of multiple site operations</td>
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<td>Strong organisational and administrative skills and a proven ability in determining priorities, coordinating activities and meeting deadlines without supervision.</td>
<td>Experience in dealing with multiple stakeholders</td>
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<td>Proven ability to control and administer budgets and allocated financial resources including an ability to investigate, interpret and evaluate such information.</td>
<td>Working knowledge of the Work Health &amp; Safety Act as they relate to this position.</td>
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<td>Experience and technical knowledge of UAV’s or similar aviation or public safety roles.</td>
<td>An understanding of Surf Lifesaving and Lifeguard procedures, practices and policies.</td>
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<td>Well-developed oral and written communications skills (including presentation and report writing) and the ability to communicate to stakeholders at any level.</td>
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<td>Proven ability to work in a team environment.</td>
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<td>Able to travel intra-state when required;</td>
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<td>Motor Vehicle Licence required.</td>
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<td>A demonstrated commitment and working knowledge of ethical practices, WHS, EEO and anti-discrimination.</td>
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<td>High level computer skills including the full suite of Microsoft Office programs and database management.</td>
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<td>Ability to work flexible hours, including weekends and Public Holidays.</td>
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<tr>
<td>Outcomes</td>
<td>Key Activities</td>
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| **KRA 1: Service Delivery & Operations** | • Provide input as required into the ongoing development and delivery of Standard Operating Procedures (SOPs) for UAV operations;  
• Support the Chief Pilot to ensure that all SOPs and policies are implemented and carried out consistently throughout both the paid pilot and volunteer pilot group;  
• Regular liaising with Lifesaving & Lifeguard portfolios in the effective operation of UAV operations;  
• Assist with state-wide equipment purchases, maintenance and repair, storage and annual allocation;  
• Development & maintenance of effective rostering programs to ensure UAV operational requirements are met;  
• Liaison with Lifeguard supervisors to assist in rostering as above;  
• Ensure all media requirements and responsibilities for UAV operations are directed as required;  
• Co-ordinate all training requirements of pilots including scheduling of training schools and programs and the management of pilot qualifications centrally;  
• Ensure any data collection and collation requirements of external or internal clients is undertaken and maintained;  
• Provide front line customer service to UAV pilots and Branches;  
• Undertake the role of Deputy Chief Pilot as required by the Chief Pilot. |
| **KRA 2: Business** | • Provide input into the ongoing development of the UAV Business Plan;  
• Assist SLSS COO & ALS Manager in the development and preparation of Tenders and Submissions, including calculations;  
• Identify opportunities to improve current services and to provide new services;  
• Keep abreast of community issues and current and emerging trends within the UAV sector;  
• Provide regular input into SLSNSW & SLSA publications to promote the UAV operations as required;  
• Liaise with program sponsors and suppliers to ensure all deliverables are achieved;  
• Assist the ALS Manager in ensuring all contracts and agreements are well managed and all obligations and specifications are fulfilled;  
• Assist the ALS Manager in the development, implementation and regular monitoring of UAV budgets, specifically wage costs;  
• Carry out specific tasks as required by the SLSS COO or ALS Manager. |
| **KRA 3: Management** | • Oversee the daily management of the DPI & Membership UAV Officers;  
• Maintain a current Capital Asset Register including forward planning and budgeting;  
• Ensure an Asset Management system is developed and implemented appropriate control measures are implemented and maintained;  
• Participate in meetings including but not limited to staff meetings and Management meetings;  
• Provide relevant reports to Senior Management & SLS Boards when required;  
• Widespread positive promotion and recognition of SLSNSW’s activity in UAV’s is achieved. |
## PERFORMANCE STANDARDS (KPIs)

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<tr>
<th>Outcomes</th>
<th>Key Performance Indicators (KPI's)</th>
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| **KRA 1: Service Delivery & Operations** | • Policies and procedures are regularly reviewed to ensure relevancy to the UAV Operations. All pilots (paid and Volunteer) comply with relevant policies and SOPs;  
• Year-end assessment of statistical information on UAV flight is undertaken;  
• All external certifications (ReOC) are maintained year on year;  
• Widespread promotion and recognition of the SLS UAV operations is achieved;  
• Stakeholders are treated respectfully and consistently, and all interactions are completed in a timely manner;  
• Specific tasks are achieved in accordance with directions and timelines;  
• Data and reporting to external agencies are completed accurately and reported as per agreement;  
• Paid Pilot staff are recruited, inducted and trained to the highest level of competence as per UAV operations protocols. |
| **KRA 2: Business** | • Actively contribute to the forward planning process of the UAV operations both commercially and internally;  
• Continuous improvement opportunities and deficiencies are identified, and appropriate recommendations developed and implemented;  
• ReOC certification is maintained year on year;  
• All contractual requirements are completed, resulting in a high level of satisfaction from partners. |
| **KRA 3: Management** | • Both the DPI & Membership UAV Officers are effectively managed and assigned tasks are carried out within agreed timeframes;  
• Specific tasks given by ALS Manager are achieved in accordance with directions and timelines;  
• Develop ongoing relationships with relevant SLSNSW director branch presidents, directors, clubs and members;  
• Demonstrate regular communication and consultation to all stakeholders both internal & external. |
<table>
<thead>
<tr>
<th>Accountabilities</th>
<th>Key Performance Indicators (KPI's)</th>
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| Work Health and Safety                 | • 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                 | • 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                                                                                               |
| Leadership/Teamwork                    | • Supports the decisions of SLSS Board of Directors and SLSS Management  
• 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                  | • 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                                                                                                                                                                                                                                                                                                                                                                     |
Internal: The UAV Operations Coordinator works closely with the ALS Manager & Chief Pilot to ensure that all operational aspects of contracts held are met or exceeded. A close working relationship with the Support Operations Coordinator and ALS Lifeguard Supervisors is required to maintain contractual requirements. A strong relationship with the wider Lifesaving Department is also essential to ensure that any operational changes are identified and implemented.

External: Relationships are maintained with councils and other regulatory bodies in the operational requirements of all UAV contracts. Relevant working relationships exist with national SLS personnel and emergency service organisations.