

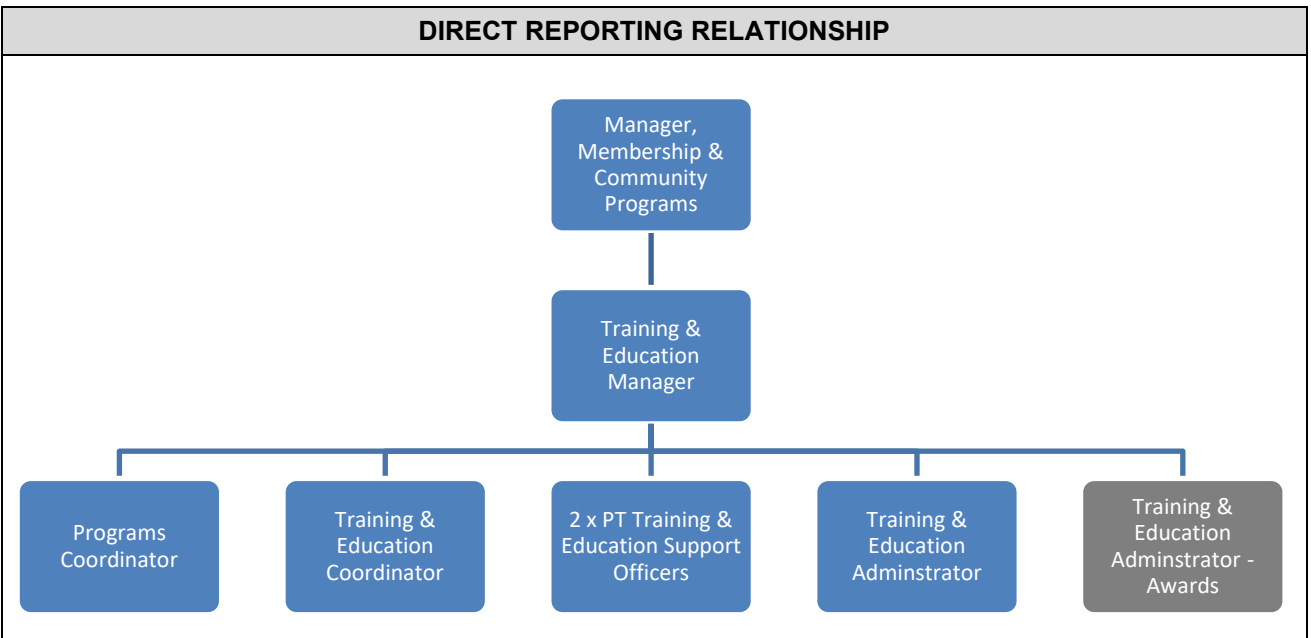


<b>Position</b>	<b>Work Location</b>	<b>Position Description Completed</b>
Training and Education Administrator - Awards	SLSNSW Headquarters (Belrose)	May 2021
<b>Reports To:</b>	<b>Direct Reports:</b>	<b>Department</b>
Training & Education Manager	NIL	Membership & Community Programs

**PURPOSE STATEMENT**

This position provides and maintains high quality customer service and administrative assistance to the Training & Education Team, with a particular focus on processing and maintaining Surf Life Saving award data.

<b>SELECTION CRITERIA</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Demonstrated experience in an office administration and/or customer service role;</li> <li>• Excellent Microsoft Office skills (Word, Excel, PowerPoint) and demonstrated experience of working with bespoke databases/systems;</li> <li>• Excellent written and verbal communication skills along with excellent interpersonal skills;</li> <li>• Excellent attention to detail and ability to prioritise tasks, meet deadlines and multi task;</li> <li>• Reliable with patience and professionalism;</li> <li>• Proven ability to work as part of a dynamic, outcomes focused team as well as operating autonomously;</li> <li>• Ability to problem solve and make decisions with regard to administrative procedures;</li> <li>• Demonstrated understanding of the importance of confidentiality;</li> <li>• Flexible attitude to work, occasional weekend work.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the volunteer environment;</li> <li>• Understanding of Surf Life Saving;</li> <li>• Previous experience in an Education/RTO environment;</li> <li>• Tertiary qualifications in business administration or relevant field;</li> <li>• Current Driver's license.</li> </ul>



<b>KEY ROLE RESPONSIBILITIES</b>	
<b>Responsibility</b>	<b>Description of Responsibilities</b>
KRA 1: Administrative Support	<ul style="list-style-type: none"> <li>• Administer the Powercraft licence process including printing and distribution;</li> <li>• Administer and process RPL / credit transfer correspondence;</li> <li>• Process Surf Life Saving awards in SLSNSW's membership database and manage data extraction/award printing/medallion engraving processes;</li> <li>• Internally print and distribute awards and certificates as required;</li> <li>• Manage stock levels of certificates, medallions, long service pins and other Training &amp; Education collateral / resources as required;</li> </ul>
KRA 2: Customer Service	<ul style="list-style-type: none"> <li>• Work with SLSNSW clubs and branches to ensure that awards are distributed in time for annual presentations;</li> <li>• Manage incoming calls and emails with a high level of customer service;</li> <li>• Research answers to queries and contribute towards continuous improvement activities when common FAQs arise;</li> <li>• Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.</li> </ul>
KRA 3: Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Build and develop positive working relationships with clubs and members;</li> <li>• Represent SLSNSW in a professional manner at all times;</li> <li>• Proactively remain informed of the key activities of the Training &amp; Education Team to enable effective customer service;</li> <li>• Attend to special projects and other reasonable duties as required from time to time as required by the Training &amp; Education Manager.</li> </ul>

<b>CORE ACCOUNTABILITIES (ALL EMPLOYEES)</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 Employment Opportunity (EEO), Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow employees 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 the Code of Conduct, policies and procedures of the organisation</li> <li>• Continually contributes to and supports volunteers &amp; employees, 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 team meetings and promotes the exchange of information throughout the organisation</li> <li>• Regularly meets with Manager/ team 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>
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<b>WORKING RELATIONSHIPS</b>
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**Internal:** The Training and Education Administrator - Awards works closely with all members of the Training & Education function to support members with education matters, focusing on continuous improvement.

**External:** The Training and Education Administrator works with other organisations and the general public regarding education enquiries. They also work with third party providers who assist with award printing, engraving and fulfilment.

<b>APPROVAL</b>
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This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

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

Chief Executive 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 \_\_\_\_\_