



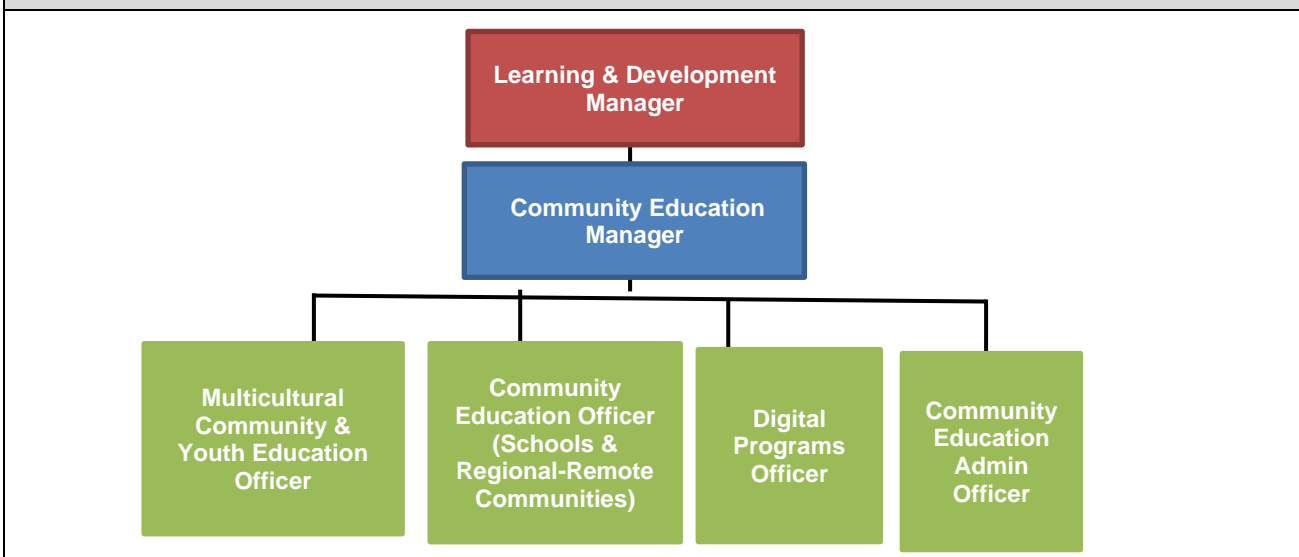
## Position Description

Position	Work Location	Position Description Completed
Cultural Education Admin Officer	Belrose NSW or as specified	Feb 2022
Reports To:	Direct Reports:	Department
Community Education Manager	NA	Membership & Community Programs

### PURPOSE STATEMENT

This role is responsible for supporting and assisting with all major community education events and programs. This includes overseeing enquiries and bookings, event organisation and liaison, casual team and volunteer team rostering, stock taking, resource management, and general administration. This person will play a vital role in providing support across the whole team to ensure the smooth running of community education programs and community events.

### DIRECT REPORTING RELATIONSHIP



### SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"><li>• High level experience in administrative duties and dealing with online and phone enquiries</li><li>• Ability to multitask and meet strict deadlines</li><li>• Experience in event planning and strong organization skills (logistical)</li><li>• Strong presentation, communication, and interpersonal skills</li><li>• Experience with coordinating rosters</li><li>• Event or program development experience with strong organizational skills</li><li>• Demonstrated ability to work as a team</li><li>• Proven reliability and punctuality</li><li>• Personal attributes of flexibility, positivity, energy, and self-motivation;</li><li>• Sound administration, accuracy, attention to detail and time management skills</li><li>• Intermediate PC Skills (Word, PowerPoint);</li></ul>	<ul style="list-style-type: none"><li>• Experience with digital technologies, video conferencing or VR/AR</li><li>• Experience managing casual staff or volunteers.</li><li>• Qualification or experience in education, communication, or other relevant discipline.</li></ul>

- Working with Children's Check verification number (employment, not volunteer).

## KEY RESPONSIBILITIES

Outcomes	Key Activities
KRA 1: Event Organisation, Administration and Liaison	<ul style="list-style-type: none"> <li>• Assist in the planning, organisation &amp; management of all major Community education events &amp; programs.</li> <li>• Casual Staff Rostering, admin, and recruitment: <ul style="list-style-type: none"> <li>○ Coordinate the rostering, administration &amp; training of all casual staff</li> <li>○ Work with the Community Education Manager to ensure the continual review and development of casual staff protocols and management</li> <li>○ Assist in the process of casual staff reimbursements, making sure staff are paid on time and in accordance with pay roll procedures.</li> <li>○ Work with the HR officer to oversee the recruitment process of new casual staff cohorts.</li> </ul> </li> <li>• Work with the Community Education Manager to ensure the continual review and development of volunteer staff protocols and management.</li> <li>• Oversee the purchase and ordering of community education resources and event and program stock.</li> <li>• Oversee the community education storage units to ensure they are sufficiently stocked and all resources and items are in working order and properly organised.</li> <li>• Support the Community Education Manager to monitor, collate and report on community education relevant expenses.</li> </ul>
KRA 2: Oversee Enquiries and Bookings	<ul style="list-style-type: none"> <li>• Oversee all incoming communications, enquiries &amp; bookings, making sure they are attended to in a professional and timely manner and where relevant forwarded on to the correct staff member and contact.</li> <li>• Oversee the booking system for all events and programs in a professional and efficient manner.</li> </ul>
KRA 3: Program Delivery Support	<ul style="list-style-type: none"> <li>• Present to schools &amp; community groups as needed</li> <li>• Coordinate the roster for each program as necessary</li> <li>• Ensure that sufficient equipment and resources are available for each program, liaising with Surf Life Saving NSW regarding any shortfalls in the quality or quantity of resources/equipment</li> <li>• Conduct a program briefing with program staff and teachers/school staff (as appropriate) at the start of each program</li> <li>• Take responsibility for the delivery of the programs, ensuring that the activities delivered, and outcomes achieved reflect the program lesson plan</li> <li>• Act on any feedback received during the program in an appropriate and professional manner</li> <li>• Ensure the distribution and collection of program evaluation forms following the delivery of the program, providing completed evaluation forms to the Community Education Manager</li> <li>• Support the inclusion of people who are from culturally and linguistically diverse backgrounds and those with disability;</li> <li>• Communicate effectively with participants, teachers and fellow staff before, during and after the program and actively encourage their involvement in the activities where appropriate</li> <li>• Ensure equipment is used appropriately</li> <li>• Conduct a debrief at the end of the program, noting any feedback received from program staff and passing this to the Community Education Manager;</li> <li>• Collect equipment at the end of the program and ensure that it is in a fit-for-purpose state for use at the next practical program</li> </ul>

	<ul style="list-style-type: none"> <li>• Adhere to the relevant SLSNSW policies and procedures that relate to SLSNSW Community Education programs.</li> <li>• Represent SLSNSW in a professional manner while undertaking work on SLSNSW Community Education Programs</li> <li>• Refer all media enquiries to the Community Education Manager or the SLSNSW Media and Communications team</li> <li>• Assist the Community Education Manager with any other reasonable tasks as required.</li> </ul>
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PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
KRA 3: Event Organisation, Administration and Liaison	<ul style="list-style-type: none"> <li>• Event logistics and activities database is maintained and regularly updated and all protocols and procedures for events are followed and as efficient as possible</li> <li>• Events calendar database is maintained and regularly updated.</li> <li>• Casual Staff rostering, training and management strategies are continually reviewed, evaluated, and updated.</li> <li>• Casual staff provide positive feedback and comments regarding their rostering, administration, and training</li> <li>• Community education resources and stock is always well organised, maintained and well stocked.</li> <li>• Community education event purchases are monitored, collated, and efficiently reported on.</li> </ul>
KRA 2: Oversee Enquiries and Bookings	<ul style="list-style-type: none"> <li>• All enquiries are attended to in a timely and professional manner</li> <li>• Bookings database is kept up to date</li> <li>• Bookings database is monitored and reviewed on an ongoing basis</li> </ul>
KRA 3: Program Delivery	<ul style="list-style-type: none"> <li>• Successful, timely delivery of programs</li> <li>• Appropriate attire to be worn during all programs;</li> <li>• Nil safety breaches or injuries</li> <li>• Act on any feedback received during the program in an appropriate manner</li> <li>• Feedback in post program surveys demonstrates that learning has taken place and objectives have been met.</li> <li>• Positive working relationships with stakeholders</li> <li>• Programs are delivered in line with lesson plans and objectives</li> <li>• Feedback in post and follow up program surveys reflects a positive, inclusive and safe experience.</li> </ul>

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
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> </ul>

	<ul style="list-style-type: none"> <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: This role works closely with all SLSNSW Community Education staff, water safety personnel.

External: This role will work closely with participants and teachers, CALD community contacts, and will act as role models for the participants.

#### APPROVAL

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

Community Education Manager \_\_\_\_\_ Date \_\_\_\_\_

Learning & Development Manager \_\_\_\_\_ 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 \_\_\_\_\_