

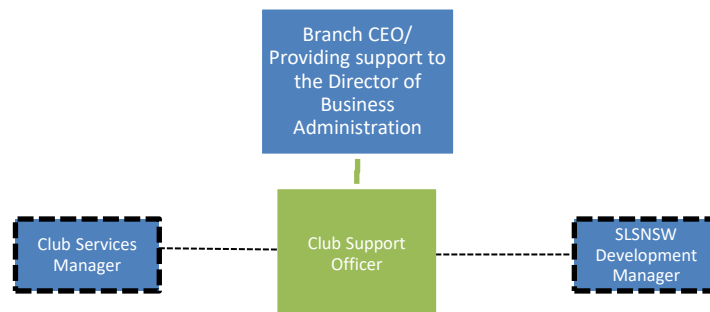
## Position Description

Position	Work Location	Position Description Completed
Club Support Officer	Central Coast Branch	October 2021
Reports To:	Direct Reports:	SLS Branch
SLSCC Chief Executive Officer	NIL	Central Coast

### PURPOSE STATEMENT

To support, engage and promote Central Coast Clubs by providing assistance in the areas related to development, membership recruitment & retention, sustainability and compliance. This position works with the various stakeholders in effectively managing feedback and promoting best practice.

### DIRECT REPORTING RELATIONSHIP



*Note: The Club Support Officer is a role directly employed by SLSNSW. However, due to the nature of the role in that it is embedded within the Central Coast Branch Office, it reports on a day to day basis to the Central Coast Branch CEO. The dotted line to the Club Services Manager depicts the linkage to that Manager as the primary contact for all P&C related matters affecting the Club Support Officer. The dotted reporting line to the SLSNSW Development Manager depicts a functional relationship with that Manager who oversees this portfolio across the state.*

### SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> <li>Excellent communication skills both written and oral, including report and document writing competencies and presentation skills;</li> <li>Proven ability to work autonomously and as part of a team;</li> <li>Relationship management experience;</li> <li>Experience of and demonstrated success in the delivery of projects against a plan;</li> <li>Personal attributes of flexibility, energy and self-motivation;</li> <li>An ability to prioritise competing demands and demonstrated attention to detail;</li> <li>Professional manner and presentation, excellent interpersonal skills;</li> <li>Demonstrated ability to use innovation and creativity to solve issues and generate new ideas;</li> </ul>	<ul style="list-style-type: none"> <li>Experience in delivery of support that contributes to organisational sustainability;</li> <li>Tertiary qualifications in a relevant discipline;</li> <li>An ability to understand and utilise appropriate project management methodologies;</li> <li>Knowledge of relevant legislation and practices which guides club administration;</li> <li>Surf Life Saving knowledge and experience.</li> <li>Previous experience in roles which require insight and activation against recruitment &amp; retention strategies in membership organisations</li> <li>Experience in a field services role operating with clubs, agents or franchisees</li> </ul>

<ul style="list-style-type: none"> <li>• Sound computer skills particularly Microsoft Word, PowerPoint, Excel and Outlook;</li> <li>• Current Driver's Licence;</li> <li>• Flexible attitude to work, including weekend work and non-traditional work hours.</li> </ul>	
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KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Service Delivery (Engage)	<ul style="list-style-type: none"> <li>• Support the Clubs to complete Club Health Checks;</li> <li>• Support the development and implementation of development plans for Clubs based on the outcomes of the Health checks;</li> <li>• Help to keep Clubs up to date with changes and new initiatives across the Branch and broader SLSNSW network;</li> <li>• Working with the SLSNSW Development Manager assist with the creation, distribution and utilisation of Club Sustainability Reports;</li> <li>• Support clubs to meet their annual compliance requirements through ongoing education, monitoring and provision of administrative support;</li> <li>• Assist with the induction of key volunteers in Clubs where support is requested;</li> <li>• Contribute to the maintenance and development of resources to support the programs and services delivered by the Branch and the SLSNSW Development Team – ie be a contributor to broader whole of movement objectives as they relate to clubs;</li> <li>• Work towards delivery of the Branch objectives as part of the SLSCC Strategic Plan;</li> <li>• Attend to special projects and other reasonable duties as required from time to time;</li> <li>• Identifies and supports member recognition programs and awards.</li> <li>• Advocate on behalf of Clubs to Branch, as appropriate.</li> </ul>
KRA 2: Relationship Management (Support)	<ul style="list-style-type: none"> <li>• Develop ongoing relationships with key volunteers and staff within the Branch &amp; Clubs to ensure the two way flow of communication;</li> <li>• Develop effective relationships with staff in key portfolios within SLSNSW to ensure the two-way flow of communication;</li> </ul>
KRA 3: Networking (Promote)	<ul style="list-style-type: none"> <li>• Actively seek out best practice programs and initiatives from clubs within the Branch or wider NSW Clubs and promote through relevant communication channels;</li> <li>• Establish relationships with relevant external community partners to assist with various aspects of Branch operations.</li> </ul>

PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
KRA 1: Service Delivery (Engage)	<ul style="list-style-type: none"> <li>• At least 33% of Clubs engage with one or more formal services provided each season by the Club Support Officer.</li> <li>• Face to face support for the completion of at least 50% of Club health checks across the Branch each season.</li> <li>• 100% of clubs have submitted their requirements and are compliant with the annual Compliance Requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• 100% of new Club Presidents, Directors of Administration, Directors of Education &amp; Directors of Lifesaving are offered an induction and support each season.</li> <li>• 100% commitment to the delivery of the Branch Strategic Plan and operational objectives.</li> </ul>
KRA 2: Relationship Management (Support)	<ul style="list-style-type: none"> <li>• At least 4 Club Executive meetings are attended each season (subject to agreement by clubs to host the Development co-ordinator for at least part of the meeting)</li> <li>• Prepare a report to be submitted for Branch Council Meetings</li> <li>• Attendance at monthly review meetings are scheduled with the SLSNSW Development Team Manager to ensure alignment with whole of state initiatives and best practice</li> <li>• Attend SLSNSW staff workshops 4 x per year</li> <li>• Ensures all issues/opportunities raised on behalf of Clubs. All of which are supported with outcome feedback to close the loop.</li> </ul>
KRA 3: Relationship Management (Promote)	<ul style="list-style-type: none"> <li>• 1 best practice story or achievement from a Club is shared with the CEO for promotion to Clubs each month in monthly branch newsletters (or similar).</li> <li>• At least 5 Clubs are recognised each season for their commitment to continuous improvement through a channel agreed by the CEO.</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 the SLSCC and SLSNSW's safety procedures and expectations, and actively participates and contributes;</li> <li>• Participates in the ongoing improvement of the SLSCC and SLSNSW WHS policy and visibly and constantly supports its implementation;</li> <li>• Practice and promote the SLSCC and 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, Clubs &amp; Members.</li> </ul>
Leadership/Teamwork	<ul style="list-style-type: none"> <li>• Actions support the decisions of SLSNSW Board of Directors and SLSNSW Management</li> <li>• Displays willingness to assist others, shares knowledge openly, cooperates and supports the team and the culture.</li> <li>• Receptive and open to feedback</li> <li>• Maintains a positive and constructive attitude that promotes confidence in those around them.</li> </ul>

	<ul style="list-style-type: none"> <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 will work closely with other members of the Branch team across Director Portfolios as well as staff areas of responsibility. It will also need to liaise regularly and pro-actively with the SLSNSW Development Manager and other SLSNSW departments As part of the primary role of servicing club needs

External: Relationships are to be developed and maintained with relevant external organisations at a local level to ensure best practice relating to Club development, sustainability and compliance.

#### APPROVAL

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

Direct Manager \_\_\_\_\_ Date \_\_\_\_\_

Senior 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 \_\_\_\_\_