

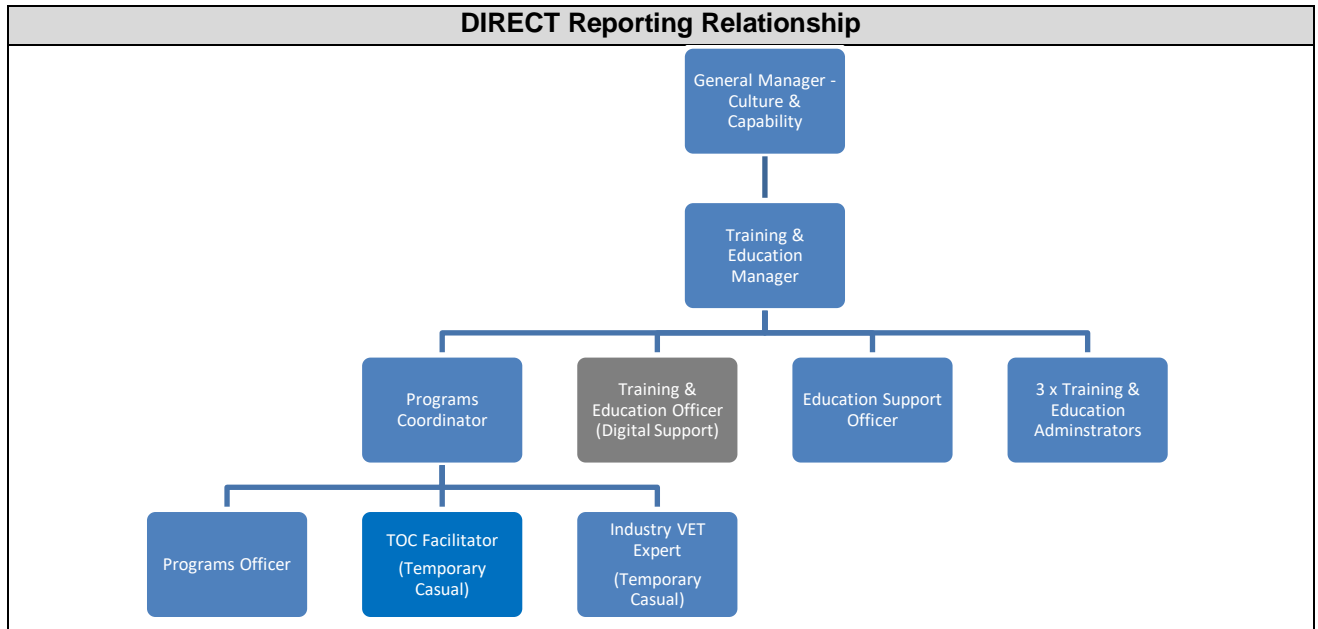


| Position                                       | Work Location       | Position Description Completed |
|--|---------------------|--------------------------------|
| Training & Education Officer (Digital Support) | SLSNSW Headquarters | April 2024                     |
| Reports To:                                    | Direct Reports:     | Department                     |
| Training & Education Manager                   | NIL                 | Culture & Capability           |

**PURPOSE STATEMENT**

This position plays a key role in supporting our volunteers with the successful adoption and use of a new digital app. They will be responsible for providing training, troubleshooting, and ongoing support to ensure that volunteers are equipped with the knowledge and tools to effectively administer training courses using the app.

**DIRECT Reporting Relationship**



| SELECTION CRITERIA   |   |
|--|---|
| Essential  | Desirable   |
| <ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills along with excellent interpersonal skills;</li> <li>• Proven experience in providing support and training to diverse groups, preferably within a volunteer or non-profit setting;</li> <li>• Ability to effectively engage and support users of varying technical abilities;</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>  |
| KEY OUTCOMES (KRA)   |   |
| Outcomes   | Key Activities  |
| KRA 1: Project Management (Digital App Roll-out & Adoption)  | <ul style="list-style-type: none"> <li>• Develop and implement a comprehensive support plan for volunteers to successfully integrate the new digital app into their workflow.</li> <li>• Provide training sessions and materials to educate volunteers on app functionality, features, and best practices.</li> <li>• Act as the primary point of contact for volunteers to address any technical issues, questions, or concerns related to the app.</li> <li>• Collaborate with the Training &amp; Education Manager and app development team to communicate feedback and improvement suggestions based on volunteer experiences and needs.</li> <li>• Monitor and track volunteer engagement with the app, and provide regular reporting on usage and impact.</li> <li>• Continuously assess and update support strategies based on volunteer feedback and usage data.</li> <li>• Cultivate a positive and supportive environment for volunteers to feel confident and empowered in utilising the app for administering training courses.</li> <li>• Other duties as reasonably required.</li> <li>•</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 to share knowledge and learnings, troubleshoot and support members with education matters, focusing on continuous improvement. Works closely with the Training & Education Manager and General Manager, Culture & Capability to advocate for enhancements and improvements base on member experience and feedback.

External: Works with the external app development team under the guidance of the Training & Education Manager.

**APPROVAL**

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

COO \_\_\_\_\_ 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 \_\_\_\_\_