

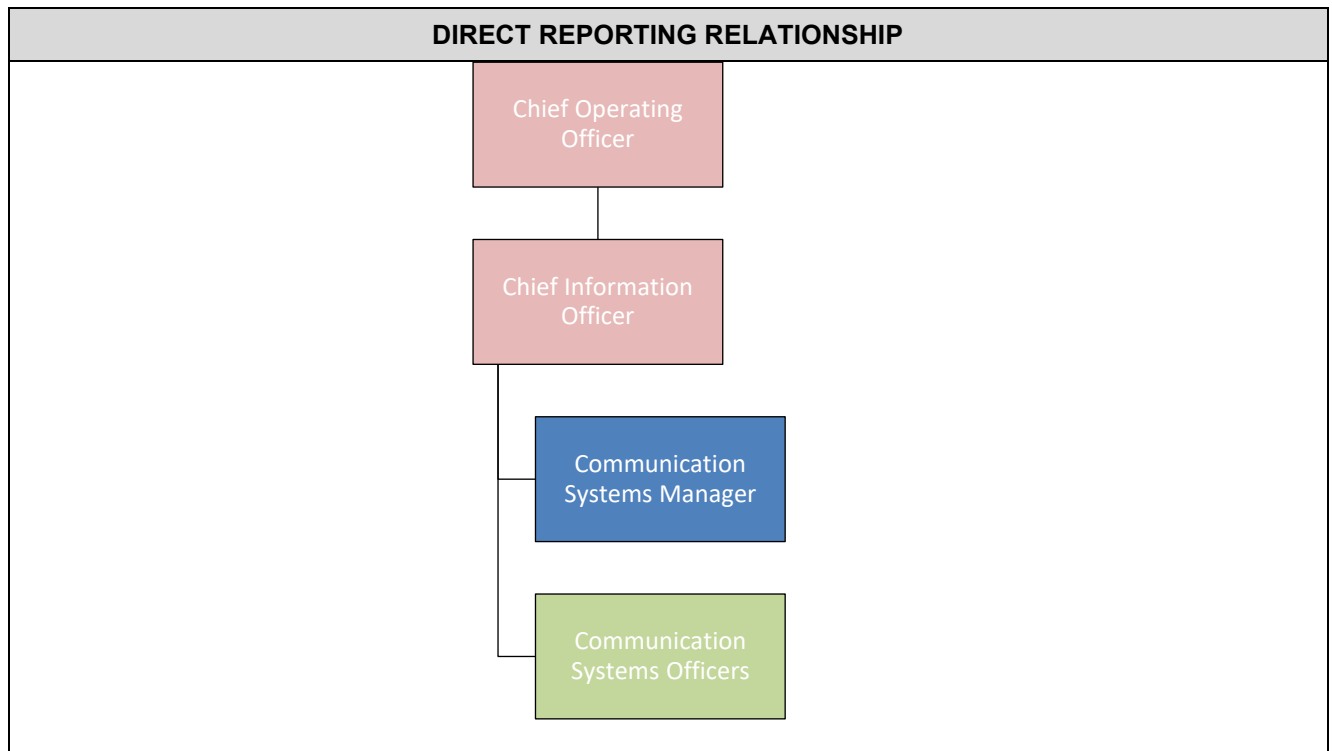
POSITION DESCRIPTION



Position	Work Location	Position Description Completed
Communication Systems Manager	SLSNSW Headquarters - Belrose	June 2025
Reports To	Direct Reports	Department
Chief Information Officer	Communication Systems Officers	Corporate Services

PURPOSE STATEMENT
The SLSNSW Communication Systems Manager oversees all SLSNSW operational communication systems to effectively provide the foundation for exceptional support to frontline surf lifesavers, local government agencies, and related Emergency Services. This role coordinates and manages the Coastal Radio Network, Internet connectivity in various forms, other IT Systems, and operational procedures aligned to these.

SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent verbal and written communication skills • A sound knowledge of Surf Lifesaving operations • Excellent organisational skills and proven ability to meet deadlines • Confidence/ability to make sound judgments • Effective time management skills • Experience in radio communications • Experience in telephony systems • Experience in Internet connections, fibre services, SIM card management, LEO satellite services such as Starlink etc • Effective planning skills • Ability to work under pressure • Innovative approach to problem solving • Ability to work independently & as part of a team • Excellent interpersonal skills at all levels • Excellent computer skills in several Microsoft applications, including Word, Excel and PowerPoint • Current Driver's Licence • Ability to work occasional days on the weekend 	<ul style="list-style-type: none"> • Experience in Emergency Service coordination of services and emergency response • Surf Lifesaving Bronze Medallion • Management/Supervisory experience



KEY REPORTABLE ACTIVITIES (KRA)	
Outcomes	Key Activities
KRA 1: SLSNSW Radio Network	<ul style="list-style-type: none"> • Manage all Radio Network upgrades/builds (Analogue and DMR), installations, and migrations while adhering to project timelines and budgets. • Develop RFQ's for major works and manage that process to completion • Provide technical support to end-users, including training on the radio network and resolving user inquiries or concerns. • Conduct regular Radio Network audits to identify and address any vulnerabilities or performance issues and contribute to developing and maintaining Continuity of Operations Plans (CoOPs). • Investigate and, where appropriate, appraise new and emerging technologies in pursuit of greater capability and optimum operational efficiency for the SLSNSW Radio Network. • Maintain accurate documentation of Radio Network configurations, changes, and procedures. • Manage external vendors and service providers to ensure effective radio network performance and resolve service-related issues. Communicate with and follow up on key staff and contractors to ensure key milestones are met, budgets adhered to and the project scope is followed. • Coordinate with relevant government, council, and local agencies and organisations to ensure site access requirements are met and all stakeholders are informed of pertinent project developments.
KRA 2: SLSNSW Communication Systems	<ul style="list-style-type: none"> • Collaborate with all Information Technology and Public Safety teams to ensure seamless organisational communication. Ensure any changes to operations brought about by communications systems updates are discussed and communicated with relevant staff before implementation. • Coordinate the administration and maintenance of communication systems, including radio, fibre, video, and spatial systems. Monitor their health and liaise with affected staff and contractors to return the system to full functionality, limiting the impact on critical SLSNSW services. • Provide technical support to end-users, including training on

	<p>communication systems and resolving user inquiries or concerns.</p> <ul style="list-style-type: none"> • Lead the development and implementation of communication system policies, procedures, and best practices and assist in preparing written project updates for senior management and the board.
KRA 3: Management	<ul style="list-style-type: none"> • Embed a purpose-driven culture and effective people management practices to drive continuous improvement. • Participate in meetings including but not limited to staff meetings and Management meetings. • Business management is achieved to a high level, meeting KPIs detailed in funding contracts. • Actively contribute to the planning process of the Public Safety portfolio, including regular monthly WIP reporting. • Appropriate advice is provided to develop an accurate budget, and activities are undertaken in line with budget parameters. • Conduct performance appraisals and attend regular staff meetings adhering to Organisational policies to achieve improved performance. • Promote and demonstrate regular communication and consultation • Attend to special projects as required occasionally and other duties as required by SLSNSW Senior Management & SLSNSW Board.

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPIs)
Work Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately reporting 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 SLSNSW's safety procedures and expectations and actively participates and contributes. • Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation. • Practice and promote the SLSNSW Equal Employment Opportunity, Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow staff and others fairly and equitably and without discrimination, harassment, or bullying.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication. • Understands and supports policies and procedures of the organisation as outlined on the Intranet. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW 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	<ul style="list-style-type: none"> • Exercises initiative in making improvements to work processes and outcomes. • Constantly searches for better ways and strives for best practices. • Actively seeks new ideas and improvement. • Embraces and adapts to change.

WORKING RELATIONSHIPS
<p>Internal: The SLSNSW Communication Systems Manager interacts closely with all information Technology and Public Safety team members related to the SLSNSW Radio Network, communication systems, and compliance issues. The Communication Systems Manager will also work closely with the Communication Systems Officer to ensure that continuity of operations is maintained across all communication platforms.</p> <p>External: Developing and maintaining external relationships with various stakeholders is critical to undertake this role effectively. These relationships will ensure that the ability to carry out large scale capital works programs can be done effectively and on time.</p>

APPROVAL	
This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation.	
Chief Information Officer	Date
_____	_____
Chief Executive Officer	Date
_____	_____
I have read and understood this document and agree to perform the duties and responsibilities listed within the list.	
Employee Name	

Employee Signature	Date
_____	_____