

POSITION DESCRIPTION

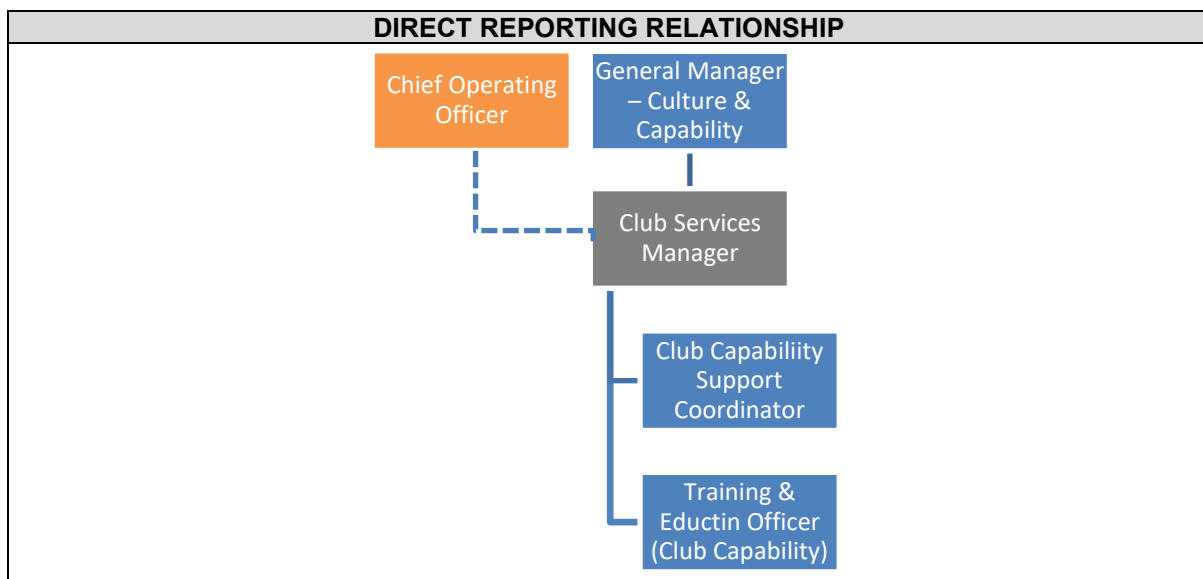


Position	Work Location	Position Description Completed
Club Services Manager	Hybrid Belrose 3-days/week WFH 2-days/week	November 2025
Reports To:	Direct Reports:	Department
GM – Culture & Capability	2 x Club Capability Support Officers	Culture & Capability

PURPOSE STATEMENT
To support clubs and branches within Surf Life Saving NSW in undertaking their business-related operations, including both proactive activities and programs (with a continuous improvement approach) and significant reactive assistance. This position also manages the delivery of SLSNSW's Club Capability Program, taking a strategic approach to working with clubs and branches to develop and implement plans to increase patrolling strength and maximise existing capability.

SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Demonstrated experience in developing and delivering work plans linked to strategic plans/ objectives; • Ability to work as part of a wider management team; • Experience of evaluating the impact / outcome of programs or projects and implementing recommendations, including driving change where required; • Past or current membership of Surf Life Saving; • Excellent written and verbal communication skills along with excellent interpersonal skills to ensure effective relationships with members and other stakeholders from diverse backgrounds; • Ability to influence and motivate others; • Good Microsoft Office Skills (Word, Excel, PowerPoint); • Experience in managing teams to meet short and long term organisational objectives; • Ability to manage a diverse workload with competing deadlines; • Knowledge and understanding of the volunteer environment; • Problem solving and diplomacy skills; • Demonstrated public speaking skills; • Basic project management and change management skills; 	<ul style="list-style-type: none"> • Experience working for a not-for-profit or community based organisation; • Experience in training delivery; • Relevant tertiary qualifications in management, community services etc; • Experience of applying for and acquitting grants; • Demonstrated experience of managing grievances/complaints.

<ul style="list-style-type: none"> • Understanding of most, if not all of the following: community NFP operations/ sustainability; charity/NFP governance; • Demonstrated experience and skills in budget management; • Understand the importance of confidentiality; • Excellent attention to detail; • Current driver's license, willing to undertake extensive travel within NSW (coastal locations only); • Flexible attitude to work, including outside of normal working hours. 	
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KEY ROLE RESPONSIBILITIES	
Responsibility	Description of Responsibilities
Priority Club Program	<ul style="list-style-type: none"> • Work closely with Lifesaving and Membership to prioritise clubs requiring attention using a data-driven approach. • Assist team with the development of action plans and oversee the implementation of these plans. • Monitor and evaluate the effectiveness of the Club Capability Program, providing regular reporting to key stakeholders.
Resource Development & Promotion	<ul style="list-style-type: none"> • Develop and deliver a content/resource update schedule and resource promotion schedule for areas of responsibility including Club Management Induction and Club Guide. • Develop and coordinate an annual calendar of information and professional development sessions for club and branch management teams. • Work closely with the Training & Education Team to ensure that learning design and learning resources reflect best practice. • Maintain content/resources on SLSNSW's website and the SLS Hub. • Deliver advice on club based strategic planning.
Club/Branch Troubleshooting	<ul style="list-style-type: none"> • Assist clubs and branches with queries on general club business operations including but not limited to MPIO /

	<p>Complaints Manager engagement, club leases, insurance matters, Special Event Applications, WHS.</p> <ul style="list-style-type: none"> • Be the conduit for clubs with issues related to SLS IT processes / red tape. • Assist other members in the Culture & Capability team in identifying and supporting clubs with culture-related issues / struggling clubs.
Project Coordination	<ul style="list-style-type: none"> • Identify and deliver support and resources for Club Registrars and Administration team members. • Work closely with the Membership Team to support clubs with the ongoing implementation of the SLISA Member Protection Policy and Complaints Handling Policy ensuring targeted and ongoing information and training. • Attend to special projects and other reasonable duties as required from time to time as required by GM/COO.
Branch Administration Network	<ul style="list-style-type: none"> • Be the key SLSNSW Head Office contact for SLSNSW Branch Administrators. • Ensure connectivity exists between branch administrators by way of regular meetings, updates and collaboration opportunities. • Assist Branch Administrators with responses to general queries and troubleshooting of club queries and issues. • Assist Branch Administrators with ensuring their prioritisation of tasks reflects the needs of the Branch
Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain relationships internally and externally to support continuous improvement in areas of responsibility. • Ensure effective communication/information flow between SLSNSW and branches. • Work cooperatively within branch and club representatives. • Represent SLSNSW in a professional manner at all times.
Compliance Monitoring	<ul style="list-style-type: none"> • Coordinate the annual compliance process, providing regular updates to management.

CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • 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 • 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 (EEO), Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow employees 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

	<ul style="list-style-type: none"> • Understands and supports the Code of Conduct, policies and procedures of the organisation • Continually contributes to and supports volunteers & employees, 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 team meetings and promotes the exchange of information throughout the organisation • Regularly meets with Manager/ team 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 • Always searches for better ways and strives for best practice • Embraces and adapts to change.

WORKING RELATIONSHIPS

Internal - SLSNSW Staff; SLSNSW Branches; SLSNSW Clubs and Members; Surf Life Saving Australia IT Team.

External – Includes, but not limited to: ACNC; Fair Trading; Marsh Insurance.

APPROVAL

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

GM – Culture & Capability _____ Date _____

SLSNSW COO _____ Date _____

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Occupant Name _____

Occupant Signature _____ Date _____