



## POSITION DESCRIPTION

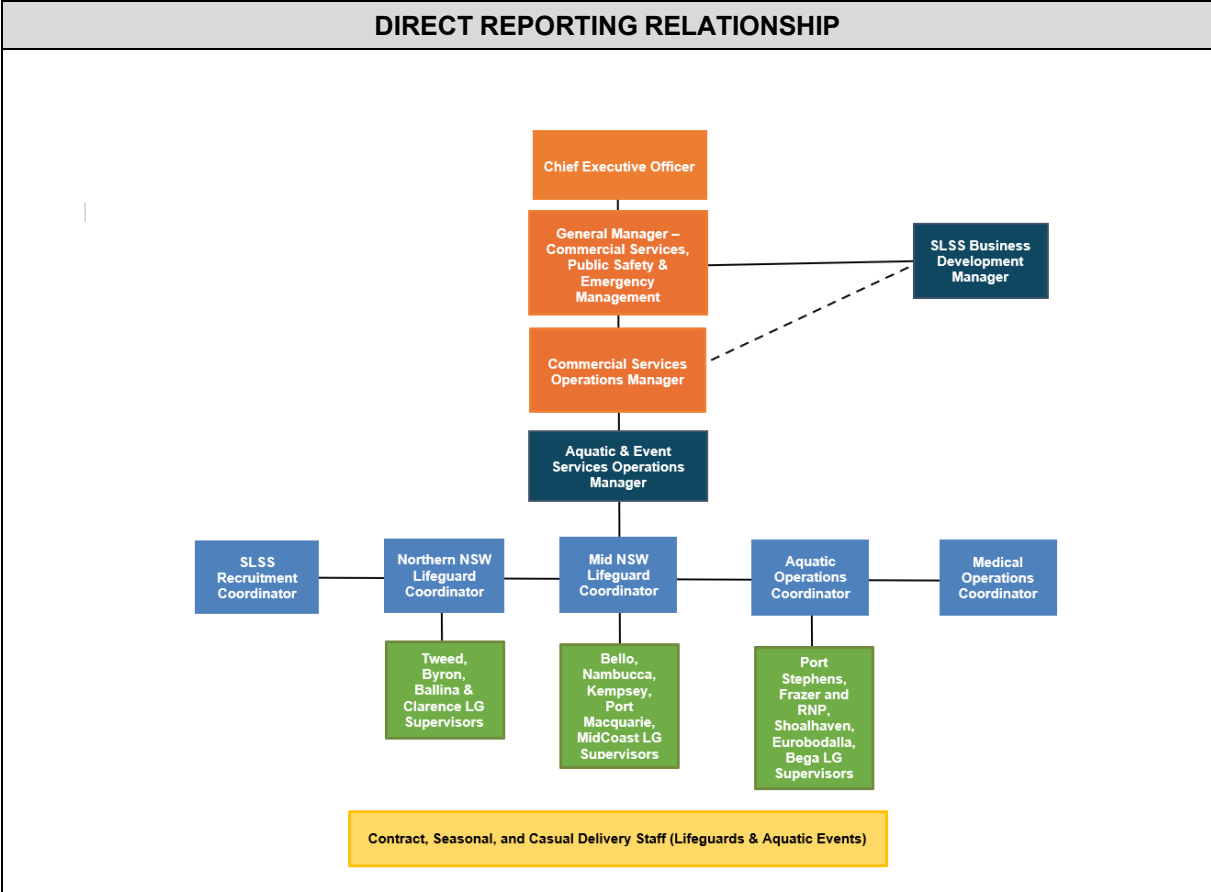
POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Aquatic Operations Coordinator	Belrose, NSW	May 2026
REPORTS TO:	DIRECT REPORTS:	DEPARTMENT
Commercial Aquatic & Event Services Operations Manager	Western Sydney Lifeguards, RNP Lifeguards	Australian Lifeguard Service

PURPOSE STATEMENT
<p>The Aquatic Operations Coordinator is responsible for ensuring all lifeguard services meet, or exceed the obligations outlined in the contract with the relevant client/contract partner. The Aquatic Operations Coordinator provides operational oversight and support to the Australian Lifeguard Service to achieve the goals and objectives of the SLSS Strategic &amp; relevant Business Plans.</p> <p>The Aquatic Operations Coordinator, working closely with the Events &amp; Medical Operations Coordinator, assist in the delivery of aquatic event safety services. The Aquatic Operations Coordinator is also responsible for developing, maintaining and improving systems that provide Management and Supervisors greater quality reporting tools.</p>

SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> <li>Substantial experience and technical knowledge of lifeguarding or similar public safety roles.</li> <li>Certificate IV Training and Assessment or ability to undertake this training within 3 months of starting.</li> <li>Strong organisational and administrative skills and a proven ability in determining priorities, making sound judgements, coordinating activities and meeting deadlines without supervision.</li> <li>A strong understanding of Surf Life Saving procedures, practices and policies.</li> <li>Demonstrated ability to work both independently and collaboratively as part of a multidisciplinary team.</li> <li>Previous supervisory experience;</li> <li>Confidentiality, tact and discretion when dealing with people;</li> <li>A sound knowledge of the Surf Life Saving education system or the ability to acquire this knowledge;</li> <li>A professional attitude and appearance;</li> <li>People-management skills with proven ability to lead and motivate others</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of ASQA and RTO requirements;</li> <li>Demonstrated ability to deliver accredited training programs;</li> <li>A sound knowledge of the Surf Life Saving education system or the ability to acquire this knowledge;</li> <li>Understanding of ISO certification processes for QMS, OHS and Environmental management.</li> <li>Working knowledge of the Local Government Act 1993, local laws and Practice Note 15 as they relate to this position</li> <li>Relevant Surf Life Saving Australia awards (e.g., Bronze Medallion, Advanced Resuscitation, Silver Medallion Aquatic Rescue/Beach Management).</li> </ul>



- Proficient computer skills including the full suite of Microsoft Office programs and knowledge of database management.
- A current unrestricted Motor Vehicle Drivers Licence;
- Willingness to undertake daily travel to various locations;
- Ability to work flexible hours, including weekends and Public Holidays



<b>KEY ROLE RESPONSIBILITIES</b>	
<b>Responsibility</b>	<b>Description of Responsibilities</b>
<b>KRA 1: Aquatic Operations</b>	<ul style="list-style-type: none"> <li>• Oversee all water safety operations across the state ensuring that the regional Lifeguard Coordinators are provided with the adequate support they require to deliver services within their region.</li> <li>• Management of the various levels of water safety seasonal and casual staff required to deliver upon contractual requirements, including but not limited to Western Sydney and Royal National Park lifeguard service contracts.</li> <li>• Support the South Coast Lifeguard Supervisor network to ensure successful recruitment, education and service delivery in this region.</li> <li>• Regular liaison with Lifesaving and State Operations Centre portfolios ensuring effective interoperability between commercial water safety services and the broader Surf Life Saving NSW Volunteer Network.</li> <li>• Build and maintain a professional and proficient lifeguard team that follows established policies and procedures.</li> <li>• Serve as a liaison between the Supervisors and the SLSS Management Team.</li> </ul>



	<ul style="list-style-type: none"> <li>• Communicate to the Commercial Aquatic &amp; Event Services Operations Manager the need for schedule equipment replacement or repairs.</li> <li>• Supervise the maintenance and minor repair of equipment.</li> <li>• Assist the in the management of recruitment of lifeguards within NSW and specifically identified target regions.</li> <li>• Ensure the rostering system is maintained with current staff, qualifications, locations and pay levels for all aquatic personnel</li> <li>• Coordinate the ongoing maintenance of an inventory database whilst liaising with the Lifesaving department to ensure an organisation-wide inventory database is developed.</li> <li>• Oversee the asset management system to ensure it is developed and implemented. Appropriate stock (particularly uniforms and equipment) control measures are implemented and maintained to ensure the successful delivery of all contracts.</li> <li>• Support the Medical &amp; Event Services Operations Coordinator to ensure successful delivery of aquatic safety services to events and ensure positive outcomes with clients.</li> <li>• Ensure sufficient risk management tools and procedures have been followed in delivery of contracted water safety &amp; events.</li> </ul>
<p><b>KRA 2: Recruitment &amp; Education</b></p>	<ul style="list-style-type: none"> <li>• Assist the Recruitment and Recognition Coordinator in administering the annual recruitment, testing and induction of casual and seasonal water safety staff;</li> <li>• Work towards Cert IV Training &amp; Assessment (if not already held)</li> <li>• Coordinate the roll out of the ALS Beach Operations Management Course to ALS Lifeguards, along with any other strategic education objective, ensuring service compliance with Practice Note 15 &amp; SLSS Commercial Contracts.</li> <li>• Assist the Commercial Training &amp; Compliance Manager to maintain an up-to-date database of ALS facilitators</li> <li>• Develop strategies and monitor ongoing RTO Compliance of ALS &amp; event service delivered training, seeking assistance from the Commercial Training &amp; Compliance Manager as needed</li> <li>• Coordinate the planning and delivery of a dedicated training package/s for strategically targeted groups, ie South Coast and Western Sydney Lifeguard School</li> <li>• Collate timesheet sheet and payroll information of Aquatic Services staff and send to the Commercial Aquatic &amp; Event Services Operations Manager for approval;</li> <li>• Assist with the water safety employment documentation and SurfGuard personnel awards/records;</li> <li>• Assist the Recruitment and Recognition Coordinator, to ensure the currency of the water safety personnel data base.</li> </ul>
<p><b>KRA 3: Business Systems Management</b></p>	<ul style="list-style-type: none"> <li>• Support the Quality, Safety and Environmental Management certifications process &amp; accreditations as it relates to Aquatic Services.</li> <li>• Lead the audit process as scheduled for upkeep of Quality, Safety and Environmental accreditations bi-annually or as required.</li> <li>• Undertake and complete relevant Business Management System training</li> <li>• Conduct investigations into any workplace injury or near-miss and prepare a report of findings to Management</li> <li>• Assist with an Asset Management database (uniforms, jet ski, atv etc.) in conjunction with the Commercial Aquatic &amp; Event Services Manager.</li> </ul>



CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
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> <li>• 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.</li> </ul>
Organisational Culture	<ul style="list-style-type: none"> <li>• Promotes and encourages personal growth and effective communication</li> <li>• Understands and supports the Code of Conduct, policies and procedures of the organisation</li> <li>• Continually contributes to and supports volunteers &amp; employees, 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 team meetings and promotes the exchange of information throughout the organisation</li> <li>• Regularly meets with Manager/ team 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
<p><b>Internal</b> - The Aquatic Operations Coordinator will work internally with the Public Safety Management Team, Regional Lifeguard Coordinators and Supervisors and water safety personnel within the outlined areas of responsibility. The Aquatic Operations Coordinator will be expected to participate in meetings and communicate to all parties in both a written and verbal manner. A strong working relationship with other SLSS portfolios (FATAS, AUAVS) is also expected to meet business goals and initiatives.</p> <p><b>External</b> –The Aquatic Operations Coordinator will be expected to maintain relationships with local SLSC's and their respective Branch(es). Relationships with Contract Partners, Councils, other contractors/regulatory bodies and industry partners are of prime importance to SLSS.</p>



**APPROVAL**

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

Commercial Aquatic & Event Services Operations Manager ..... Date .....

General Manager – Commercial Public Safety & Emergency Management ..... 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 .....