



## POSITION DESCRIPTION

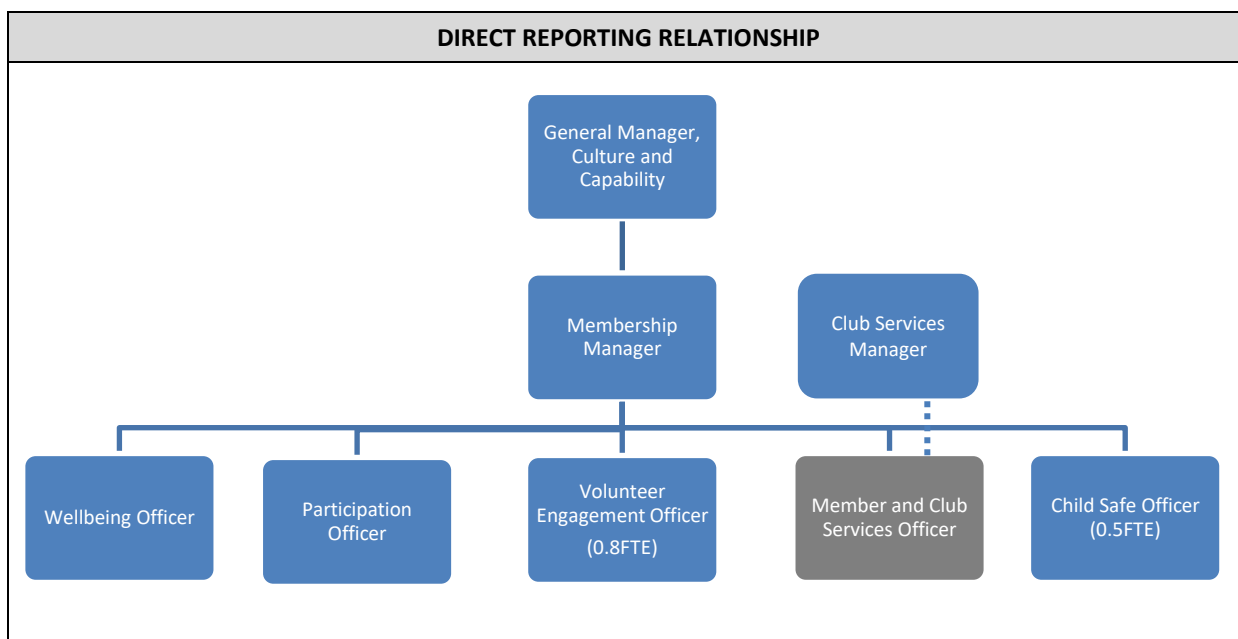
POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Member and Club Services Officer	Belrose	June 2026
REPORTS TO:	DIRECT REPORTS:	DEPARTMENT
Membership Manager	N/A	Culture and Capability

### PURPOSE STATEMENT

This role provides administrative, logistical and customer service support for projects, events and activities designed to support membership growth, member participation and club operations within SLSNSW.

### SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"><li>• Excellent interpersonal and customer service skills along with excellent written and verbal communication skills.</li><li>• An ability to prioritise competing demands and demonstrated attention to detail.</li><li>• Experience in developing and maintaining relationships.</li><li>• Strong computer skills particularly Microsoft Word, PowerPoint, Excel and Outlook.</li><li>• Administrative experience in project and event coordination.</li><li>• Current Driver's Licence.</li><li>• Flexible attitude to work, including some evening and weekend work.</li></ul>	<ul style="list-style-type: none"><li>• Surf Life Saving knowledge and experience.</li><li>• Ability to analyse information and/or data and present consolidated results.</li></ul>



<b>KEY ROLE RESPONSIBILITIES</b>	
<b>Responsibility</b>	<b>Description of Responsibilities</b>
Administration	<ul style="list-style-type: none"> <li>• Maintain an efficient and member centred approach to member enquiries and administrative activities.</li> <li>• Manage calls and emails with a high level of customer service.</li> <li>• Research answers to queries and contribute towards continuous improvement activities when common FAQs arise.</li> <li>• Create and maintain reports, Excel spreadsheets and online forms.</li> <li>• Support external award nominations for SLSNSW members working closely with other SLSNSW portfolios to ensure relevance.</li> </ul>
Project Support	<ul style="list-style-type: none"> <li>• Provide administrative support for Membership projects including membership statistic reporting and leadership development programs.</li> <li>• Provide administrative support for Club Services projects including the club compliance program and executive training calendar.</li> <li>• Other reasonable duties as required by management team.</li> </ul>
Event Support	<ul style="list-style-type: none"> <li>• Provide administrative and logistical support for events, including the annual SLSNSW Awards of Excellence, Junior Lifesaver of the Year Camp and Officials Recognition event.</li> <li>• Provide administrative and logistical support for meetings and conferences, including the SLSNSW Combined Portfolio Conference, SLSNSW State Conference, Standing Committee/Centre of Excellence meetings and Branch Administration workshops.</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Develop and maintain relationships internally and externally to support continuous improvement in areas of responsibility.</li> <li>• Support Community Nipper Club needs throughout the season.</li> <li>• Work cooperatively within a team, exchange information and assist team members to achieve objectives and work outcomes.</li> <li>• Represent SLSNSW in a professional manner at all times.</li> <li>• Work collaboratively with other areas of the organisation to ensure the key priorities and actions outlined in the organisational strategic plan are supported at all times.</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**

**Internal** – SLSNSW Staff; SLSNSW Branches; SLSNSW Clubs and Members; Surf Life Saving Australia IT Team.  
**External** – Meeting, conference and event venue staff.

**APPROVAL**

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

Chief Operating Officer SLSNSW ..... Date .....

Chief Executive Officer ..... 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 .....