

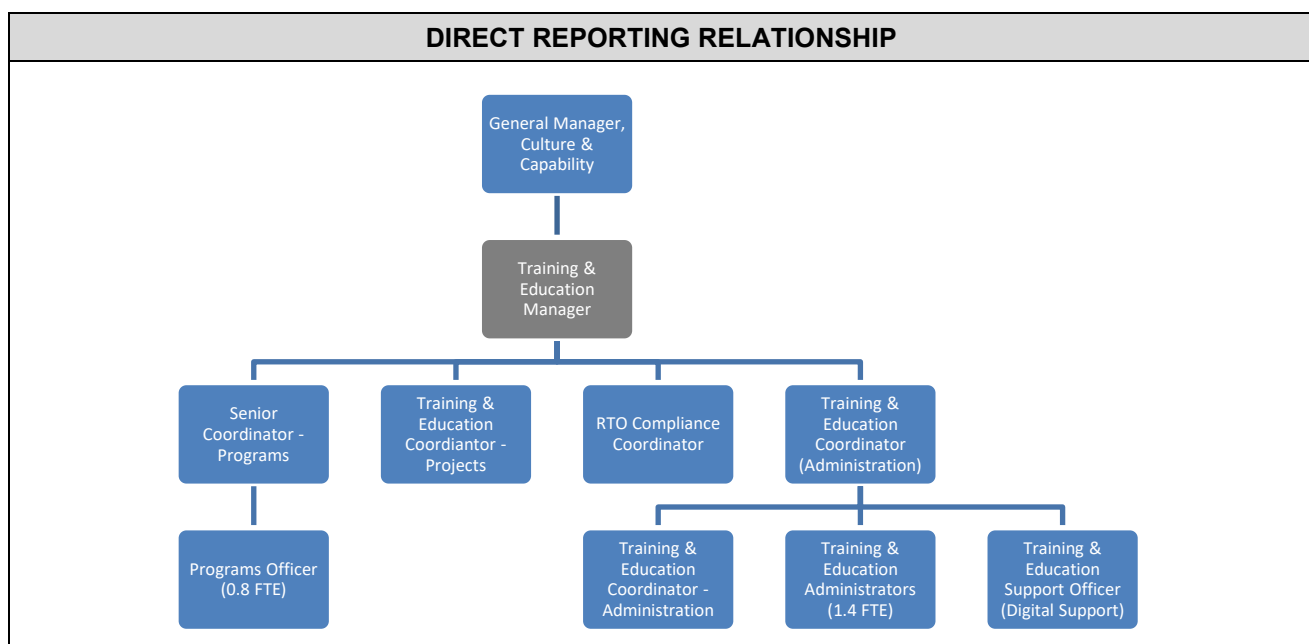
Position Description

Position	Work Location	Position Description Completed
Training & Education Manager	Hybrid (to include a minimum of 3 days per week at SLSNSW Headquarters (Belrose))	June 2026
Reports To:	Direct Reports:	Department
General Manager, Culture & Capability	Senior Coordinator – Programs Senior Coordinator - Operations Training & Education Project Officer RTO Compliance Coordinator	Culture & Capability

PURPOSE STATEMENT
This position leads the delivery and continuous improvement of Member Training & Education across Surf Life Saving NSW, ensuring high quality, consistent and compliant training aligned to RTO requirements. The role oversees day-to-day operations while also shaping future direction through strategic influence, innovation and representation at state and national levels. It works closely with a broad range of internal and external stakeholders to drive improvements in both operational delivery and emerging initiatives, in a complex, high-volume environment with competing priorities.

SELECTION CRITERIA	
Essential	Desirable
- Demonstrated experience in developing and delivering work plans linked to strategic plans/ objectives; - Ability to work as part of a wider management team; - Experience in managing individuals and teams to meet short and long term organisational goals; - Demonstrated ability to influence and work collaboratively with stakeholders without direct authority, including volunteers; - Proven ability to operate effectively in complex, high-volume environments, managing competing priorities and stakeholder expectations; - Demonstrated project management and change management skills; - Demonstrated experience of stakeholder consultation, internal/external research and analysis; - Experience of evaluating the impact / outcome of programs or projects and implementing recommendations, including driving change where required; - Demonstrated ability to proactively drive continuous improvement, innovation or redesign of programs, systems or processes; - Experience in developing and delivering program resources and collateral; - An understanding of most, if not all of the following: competency-based training; the Australian Vocational Education and Training (VET) Quality sector; the volunteer environment;	- Experience in developing and delivering adult education resources, including an understanding of blended learning approaches; - Experience of maintaining / configuring / implementing Student or Learning Management Systems / learner databases; - Experience of applying for and acquitting grants; - Demonstrated experience of managing grievances/complaints; - Understanding of Surf Life Saving in NSW; - Experience managing remote staff; - Experience working for a not-for-profit or community based organisation; - Cert IV in Training and Assessment (or higher); - Relevant tertiary education such as a Degree in Adult Education or Management.

• Excellent interpersonal and customer service skills along with excellent written and verbal communication skills; • Demonstrated public speaking skills; • Problem solving and diplomacy skills; • Demonstrated experience and skills in budget management; • Excellent attention to detail and ability to prioritise tasks, meet deadlines and multi task; • High level of initiative, accountability and outcome focus; • Excellent Microsoft Office skills (Word, Excel, PowerPoint); • Flexible attitude to work, including evening and weekend work; • Willingness to travel intra- and interstate; • Demonstrated understanding of the importance of confidentiality • Current driver's license.	
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KEY ROLE RESPONSIBILITIES	
Responsibility	Description of Responsibilities
KRA 1: Team & Budget Management	• Develop member-centred work plans for areas of responsibility; • Provide strategic and operational direction for the delivery and evaluation of SLSNSW training and education related activities, including internal/external reporting; • Lead and prioritise competing operational and strategic demands, ensuring effective allocation of resources to deliver high-quality outcomes; • Monitor the performance of direct reports under the SLSNSW annual appraisal system (TIDE); • Oversee the training and professional development of team members; • Manage and report on relevant components of the Training & Education budget.
KRA 2: Stakeholder Engagement & Management	• Develop ongoing relationships with SLSNSW Director, Branch Directors of Education, SLSNSW members and other stakeholders;

KEY ROLE RESPONSIBILITIES	
	• Coordinate communications to members and key stakeholders to support the implementation of existing programs, new initiatives and policies/processes relating to areas of responsibility; • Ensure the coordination of State Education Committee meetings, forums and catch-ups; • Review and continually improve the teams' activities, programs and service delivery, ensuring that it remains current and delivers high levels of quality and service to members; • Assist with the handling of member grievances/complaints relating to education and the RTO; • Represent SLSNSW on relevant committees, working groups and forums, providing informed input and influence; • Advocate for the needs and perspectives of NSW members in national discussions and decision-making processes.
KRA 3: Policy/Resource Development & Additional responsibilities	• Drive continuous improvement across training and education systems, processes and service delivery; • Lead or contribute to the design and implementation of new initiatives, projects and innovation in member education; • Identify emerging trends, risks and opportunities to inform future planning and program development; • Maintain and develop resources to support member training and education, including website content, handbooks and collateral; • Provide advice, policy development and decision making support to manager; • Assist in developing relevant grant proposals and in exploring other funding opportunities; • Attend to special projects and other reasonable duties as required from time to time by your manager.

CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	• 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	• Promotes and encourages personal growth and effective communication • 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	• 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	• 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: The Training and Education Manager works closely with all members of the Training & Education function (staff and volunteers) and the wider Culture & Capability Team to support members with education matters, focusing on continuous improvement. The role also works closely with SLSNSW staff across all portfolios and in particular Lifesaving.

External: The Training and Education Manager works with other states, the national office and with external regulatory and industry bodies.

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