

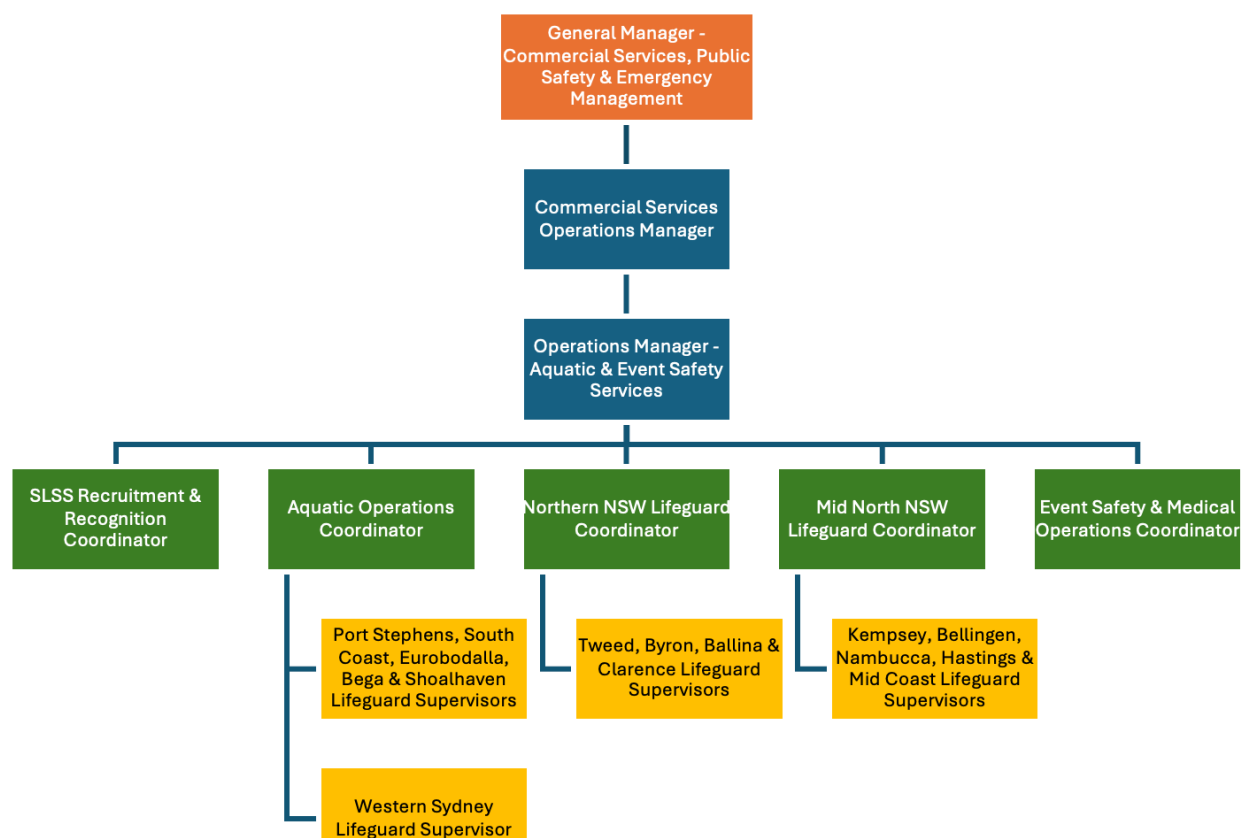


Position	Work Location	Position Description Completed
Western Sydney Lifeguard Supervisor	Western Sydney LGA & Belrose, NSW	V1.0 - August 2026
Reports To:	Direct Reports:	SLSS Department
Aquatic Operations Coordinator	Western Sydney Lifeguards	Australian Lifeguard Service

PURPOSE STATEMENT

The Western Sydney Lifeguard Supervisor is responsible for overseeing the safe, professional and effective delivery of lifeguard services across the Western Sydney Local Government Area and associated service locations. The role ensures services are delivered in accordance with contractual obligations, SLSS/SLNSW policies and relevant operational standards. The position provides day-to-day supervision, mentoring and guidance to Western Sydney Lifeguards, while supporting workforce coordination, operational readiness and continuous improvement. The role also provides high-quality operational support to the Australian Lifeguard Service and contributes to the achievement of the SLSS Strategic Plan and ALS Business Plan.

DIRECT REPORTING RELATIONSHIP



Casual, Full Time, Part Time Lifeguards, Event Safety Officers & Paramedics



SELECTION CRITERIA	
Essential	Desirable
- Current ALS/SLSNSW qualifications, or willingness to obtain within three months of commencement, including: - SLSA Bronze Medallion / Certificate II in Public Safety (Aquatic Rescue) - Advanced Resuscitation Techniques - Provide First Aid - ALS Beach Operations Management - Rescue Water Craft Operator - Substantial operational experience and technical knowledge in lifeguarding, aquatic rescue or a comparable public safety environment. - Strong organisational and administrative skills, including the ability to prioritise tasks, coordinate daily operations, make sound decisions and meet deadlines with minimal supervision. - Strong understanding of Surf Life Saving policies, procedures, operational standards and risk management practices. - Well-developed problem-solving, judgement and decision-making skills in operational and customer-facing environments. - Professional presentation, conduct and communication suitable for engagement with staff, Council representatives, emergency services and members of the public. - Demonstrated people-management capability, with the ability to lead, motivate, develop and earn the respect of lifeguard personnel. - Proficient computer skills, including Microsoft Office programs, digital reporting systems and database or records management. - Current unrestricted Motor Vehicle Driver Licence. - Willingness and ability to undertake daily travel between Western Sydney service locations and other operational sites as required. - Ability to work flexible hours, including weekends, public holidays and peak operational periods. - Relevant operational, aquatic safety and event support experience.	- SLSA Gold Medallion or Certificate III in Public Safety (Aquatic Search and Rescue) - Ability to successfully complete the ALS Beach Lifeguard Fitness Assessment, including: 800m pool swim in under 14 minutes - Lifeguard Mission (Ocean): 400m swim, 800m run, 400m board paddle and 800m run in under 25 minutes - Tube rescue of a patient 100m from shore and return - Board rescue of a patient 200m from shore and return - Working knowledge of Work Health and Safety legislation, risk management principles and safe systems of work relevant to aquatic and public safety operations. - Working knowledge of local government requirements, inland waterway operations and stakeholder liaison relevant to Western Sydney service delivery. - Experience supporting aquatic operations, public safety deployments, community water safety programs or event-based lifeguard services. - Experience liaising with Council representatives, emergency services, regulatory bodies or community stakeholders. - Additional relevant qualifications, including: - Pain Management - Remote Pilot Licence (RePL)

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Lifeguard Operations	- Oversee day-to-day lifeguard operations across allocated Western Sydney service locations, ensuring services are delivered safely, professionally and in accordance with contractual requirements. - Promote the safety of lifeguards, facility users, the community and other stakeholders through proactive supervision, hazard identification and risk control. - Build, support and maintain a professional lifeguard team that understands and follows relevant SLSS/SLSNSW policies, procedures and operational standards.

KEY OUTCOMES (KRA)	
Outcomes	Key Activities
	• Deliver and support induction, mentoring, training and ongoing education for Western Sydney Lifeguards. • Provide regular supervision, guidance and feedback to lifeguards to support performance, conduct, operational readiness and professional development. • Support the assessment, recruitment and onboarding of prospective lifeguard personnel in consultation with the SLSS management team. • Communicate staffing needs, roster issues and workforce matters to the relevant coordinator or manager in a timely manner. • Act as a key liaison point between Western Sydney Lifeguards and the SLSS management team. • Identify, report and follow up equipment defects, maintenance requirements, repairs and replacement needs with the Aquatic Operations Coordinator. • Supervise the care, maintenance and minor repair of operational equipment to support safe and effective service delivery. • Participate in accident, incident and near-miss reviews or investigations when required. • Support community water safety initiatives, education sessions and public engagement activities as required throughout the season. • Promote teamwork, cooperation and a positive operational culture across the Western Sydney lifeguard team. • Undertake regular travel between Western Sydney service locations and other operational sites as required. • Carry out other reasonable operational tasks as directed by the Aquatic Operations Coordinator or Operations Manager – Aquatic & Event Safety Services
KRA 2: Administration	• Maintain accurate and timely operational documentation, records and reports relevant to Western Sydney lifeguard services. • Complete required data entry, including daily reports, incident reports, payroll information, rostering updates and other operational records. • Ensure operational matters are communicated to relevant land managers, Council representatives and regulatory bodies in consultation with the SLS management team. • Contribute to the review, development and improvement of procedures, systems and operational processes where required. • Maintain regular and professional communication with internal stakeholders, Council contacts, regulatory agencies and emergency services as required. • Support compliance with reporting, record keeping and administrative requirements associated with the Western Sydney lifeguard contract. • Carry out other reasonable administrative tasks as directed by the Aquatic Operations Coordinator or Operations Manager – Aquatic & Event Safety Services
KRA 3: Event Operations Support and Maintenance	• Support SLSS event operations when requested, ensuring services are appropriately prepared, staffed and equipped. • Assist with the allocation, preparation, maintenance and return of operational and event equipment in accordance with organisational procedures. • Identify and report equipment defects, stock requirements and procurement needs to support safe and effective operational readiness. • Support post-event pack down, equipment checks, cleaning, storage and reporting requirements as required. • Carry out other reasonable event operations or maintenance tasks as directed by the Aquatic Operations Coordinator or Operations Manager – Aquatic & Event Safety Services

CORE RESPONSIBILITIES	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	- Actively identifies hazards, assesses risks and promptly reports injuries, near misses, damaged equipment or other workplace safety concerns. - Demonstrates a duty of care by always considering personal safety and the safety of others. - Complies with WHS guidelines, procedures and safe work practices, including the use of required protective clothing and equipment. - Understands and applies SLSS and SLSNSW safety procedures, standards and expectations. - Contributes to the ongoing improvement and implementation of WHS policies, procedures and risk controls. - Promotes a fair, respectful and inclusive workplace by supporting equal opportunity and preventing discrimination, harassment and bullying.
Organisational Culture	- Promotes personal growth, professional conduct and clear, respectful communication. - Understands and supports organisational policies, procedures and expectations as outlined in the Employee Handbook and relevant operational documents. - Contributes positively to relationships with staff, volunteers, Directors, Branches, Clubs and members. - Represents SLSS professionally when engaging with internal teams, external stakeholders and members of the public.
Leadership/Teamwork	- Supports the decisions and direction of the SLSS management and ALS leadership team. - Willingly assists others, shares knowledge and supports team members across the organisation. - Is receptive to feedback and applies it constructively to improve performance and team outcomes. - Maintains a positive, constructive and professional attitude that supports confidence and collaboration. - Contributes to staff meetings and supports the effective exchange of information across the organisation. - Meets regularly with their manager to discuss performance, operational plans, priorities and current issues.
Continuous Improvement	- Uses initiative to identify and implement improvements to work practices, systems and service outcomes. - Seeks better ways of working and supports best-practice approaches to lifeguard operations and service delivery. - Adapts positively to change and supports team members through changes to systems, procedures or operational requirements. - Provides practical feedback and recommendations that improve safety, efficiency and consistency across Western Sydney lifeguard services.

WORKING RELATIONSHIPS

Internal: The Western Sydney Lifeguard Supervisor works closely with internal Management SLSS teams to support the effective delivery of lifeguard operations across Western Sydney. This includes regular liaison with the Aquatic Operations Coordinator, Operations Manager - Aquatic and Event Safety Services, Medical Operations Coordinator, Recruitment Coordinator, and other relevant operational staff to support workforce coordination, service delivery, training, compliance and operational readiness.

External: The Western Sydney Lifeguard Supervisor liaises professionally with Council representatives, government agencies, emergency services, contractors, event clients, applicants and members of the public as required. The role supports positive stakeholder relationships and ensures external communication reflects the standards and expectations of SLSS and the Australian Lifeguard Service.

APPROVAL

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

Operations Manager – Aquatic & Event Safety Services

Date

Commercial Services Operations Manager

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