

Surf Life Saving Illawarra

Circular 08002



To: All Club Executives
From: Maria Sewell
Date: 23 July 2008
Subject: Position Vacant – Support Officer (Sydney/Illawarra)

- Iconic Australian organisation
- Southern Sydney location

Representing 129 Clubs in 11 regional branches, with over 60,000 members, Surf Life Saving NSW reaches into the community through the provision of beach patrol services, training and education, sports and junior development. We are currently seeking a committed and hard working **Support Officer** to service the needs of our members, clubs and branches throughout Southern Sydney and Illawarra.

Reporting to the General Manager, Operations, you will play a key role working closely with both internal and external stakeholders. Your primary responsibilities will be to:

- develop and maintain relationships with clubs, branches and members
- provide support to the branches through the implementation of identified opportunities for their future development
- support the implementation of best practice management through the introduction of the organisation's Club Development Program into the clubs
- assist in the promotion of the aims and objectives of SLSNSW to the broader community

The successful candidate will be highly motivated and have an understanding of Surf Life Saving. You will also have:

- a strong work ethic and be able to show initiative
- the ability to work independently as well as part of a team
- ability to work flexible hours
- positive communication skills and attention to detail

APPLICATIONS CLOSE THURSDAY 31st July, 2008

To apply, write or email:

The General Manager
Surf Life Saving NSW Inc.
PO Box 430
NARRABEEN NSW 2101

employment@surflifesaving.com.au





Surf Life Saving New South Wales Inc

POSITION DESCRIPTION

Position	Work Location	Position	Description Completed
Support Officer–Sydney/Illawarra	Sydney/Illawarra Offices	May 2008	
Reports To:	Direct Reports:	Department	
General Manager Operations	N/A	Operations	

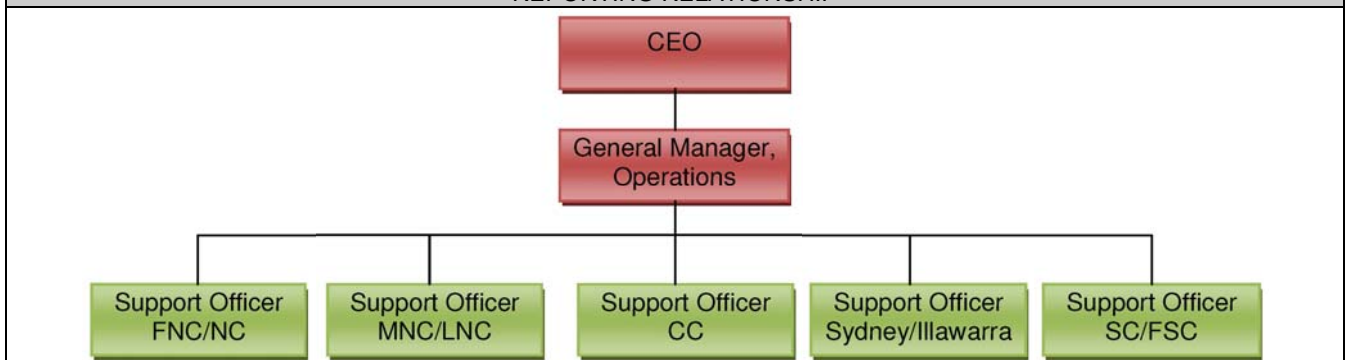
PURPOSE STATEMENT

Develop relationships and create a network of contacts with Members throughout the Clubs that will enable assistance and support to be effectively delivered within the Support Group. Through these relationships the Support Officer will support the needs of Members throughout the areas of Lifesaving, Sports, Membership Development and Education to meet the requirements of the business plan.

SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> • Good communication skills – written and verbal • Intermediate PC Skills (Word, Excel, PowerPoint) • Sound Knowledge of Surf Life Saving in NSW • Current NSW Drivers License • Self Motivated and ability to work autonomously • Desire to continuously improve relationships and outcomes with key stakeholders 	<ul style="list-style-type: none"> • Tertiary qualifications in sport or recreation related activities. • Ability to work well under pressure • Demonstrated ability to successfully communicate with various groups both internally and external of the organisation including Members, Clubs, and the community.

REPORTING RELATIONSHIP



CORE RESPONSIBILITIES (ALL STAFF)

Accountabilities	Key Performance Indicators (KPI's)
Occupational Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and reporting incidents • Demonstrates duty of care • Reasonably complies with OH&S guidelines • Is fully aware of SLSNSW's safety plans and expectations, and actively participates and contributes • Participates in the ongoing improvement of the SLSNSW OH&S plan and visibly and constantly supports its implementation.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication. • Understands and supports policies and procedures of the organisation as defined in the SLSNSW Employee Handbook. Continually contributes to and supports volunteers & staff, including Executive, Branches, Club's & Members.



Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Executive and 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 staff meetings and promotes the exchange of information throughout the organisation. • Regularly meets with Manager 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. • Actively seeks new ideas and improvement. • Embraces and adapts to change.

ROLE SPECIFIC RESPONSIBILITIES

Accountabilities	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> • Builds and develops relationships with Members and Clubs through direct contact, phone, email and newsletters including contact out of normal business hours and at times on weekends • Under guidance from the General Manager, Operations works toward achieving the predetermined business objectives set by SLSNSW by attending to the needs of Members and Clubs as required • Advises Clubs in areas such as member retention and recruitment and Club development • Supports initiatives of SLSNSW • Promotes the objectives and aims of SLSNSW to the broader community • Comply and assist with requests from Management that would be considered reasonable and within the limits of the law and your expected ability • Participates in needs analysis studies to determine needs within Clubs and Branches • Confers with management to gain knowledge of specific situations requiring Members and Clubs to better understand changes in policies, procedures, regulations, and technologies • Introduce Club Development Program into clubs • Reports on progress of Members and Clubs as required • Attends regular training and development courses, forums and meetings as required by SLSNSW • Other duties as required 	<ul style="list-style-type: none"> • Develop ongoing positive relationships with branch presidents, clubs and members • Complete agreed work projects in a timely manner/by due dates • Meet with branch presidents on a regular basis-at least twice per month • Attend branch meetings regularly • Prepare required reports by deadlines as follows: - Monthly project planner updated -Branch meeting summary/minutes • Introduction of the Club Development Program into 30% of clubs annually

