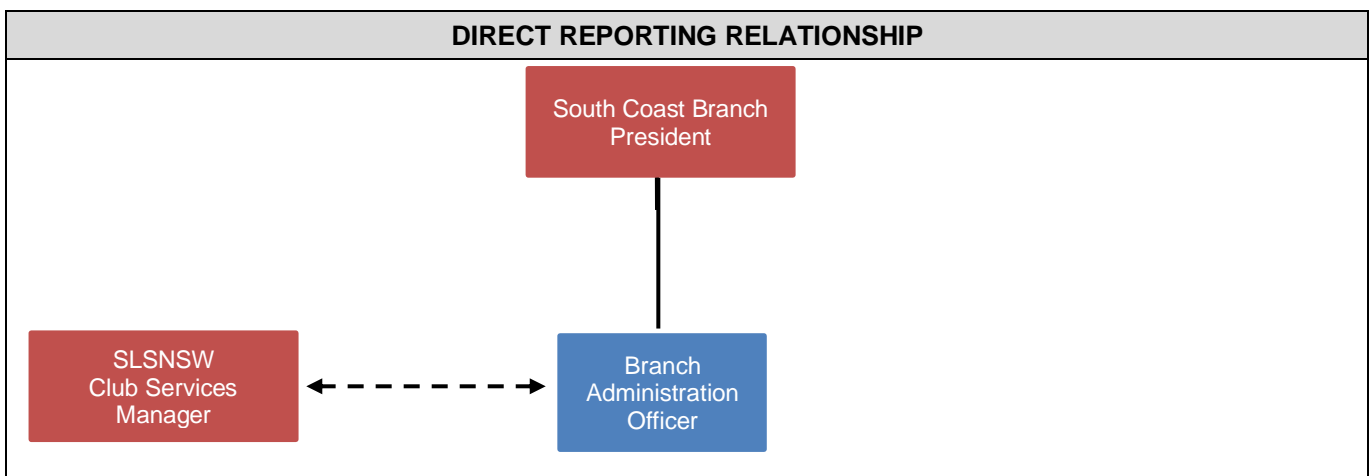




Position	Work Location	Position Description Completed
Branch Administration Officer	Nowra	August 2024
Reports To:	Direct Reports:	SLS Branch
South Coast Branch President	N/A	South Coast

PURPOSE STATEMENT
The Branch Administration Officer provides high quality administrative assistance and support to the Branch Executive Committee and clubs within the Branch in order to achieve the goals and objectives of the Branch and SLSNSW



SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Excellent customer service skills;</li> <li>• Well-developed oral and written communications skills (including presentation and report writing) and the ability to communicate to stakeholders at any level;</li> <li>• Proven ability to work independently and as part of a team;</li> <li>• Excellent computer skills in a number of Microsoft Office applications;</li> <li>• Self-motivated with a can-do attitude;</li> <li>• Proven ability to prioritise tasks and multitask;</li> <li>• Excellent interpersonal skills at all levels;</li> <li>• Ability to attend meetings and maintain a high degree of confidentiality when taking minutes;</li> <li>• Excellent organisational skills;</li> <li>• Ability and willingness to travel (within the branch and occasionally to SLSNSW HQ) when required;</li> <li>• Unrestricted Motor Vehicle Licence required;</li> <li>• Proven ability to exercise effective judgment, sensitivity, and creativity to changing needs and situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working with volunteers;</li> <li>• A background within Surf Life Saving and / or thorough understanding of lifesaving operations;</li> <li>• Previous experience of working with membership database.</li> </ul>

<b>KEY OUTCOMES (KRA)</b>	
<b>Outcomes</b>	<b>Key Activities</b>
<b>KRA 1: Branch Administration</b>	<u>Assist the Director of Administration to:</u> <ul style="list-style-type: none"> <li>• Collate reports and format documents for a range of purposes (e.g. sponsorship/grant proposals, branch annual report)</li> <li>• Provide required Surfguard reports for Branch Officers to assist with the management of their portfolios</li> <li>• Ensure Branch communications channels (eg website, newsletters, social media, circulars etc) are maintained and accurate</li> <li>• Assist with the delivery of communications to external audiences as required (e.g. through mailouts, social media placements etc.)</li> <li>• Complete any Constitutional, Strategic Plan, Business Plan changes or requirements</li> </ul>
<b>KRA2: Training &amp; Education Support</b>	<u>Assist the Director of Education to:</u> <ul style="list-style-type: none"> <li>• To support Chief Training Officers and Trainers, Assessors and Facilitators (TAFs) with accessing and preparing course paperwork, course resources and Education updates</li> <li>• To co-ordinate Branch-run courses</li> </ul>
<b>KRA 3: Lifesaving &amp; Support Ops</b>	<u>Assist the Director of Lifesaving to:</u> <ul style="list-style-type: none"> <li>• Roster support operations personnel for carnivals, proficiencies, events and patrols</li> <li>• Co-ordinate the delivery of annual Branch/Club gear grant and equipment grant items</li> <li>• Maintain Branch records for Club gear &amp; equipment audits and patrol audits</li> <li>• Liaise with SLS NSW on repairs &amp; maintenance of State owned and/or supported assets (eg RWC's, UAVs, vehicles etc)</li> <li>• Roster and report UAV patrols and flights where required</li> <li>• Maintain and regularly update the Lifesaving section of the Branch website</li> <li>• Schedule and confirm attendance for support operations training</li> </ul>
<b>KRA 4: Meetings &amp; Events</b>	<u>Assist the Director of Administration and Director of Surf Sports to:</u> <ul style="list-style-type: none"> <li>• Develop and maintain a calendar of events for Branch activities (including but not limited to surf sports, education seminars/training workshops, proficiency days etc)</li> <li>• Assist the Director of Administration to prepare and circulate committee &amp; sub-committee meeting agendas and minutes</li> <li>• Co-ordinate the Branch Awards of Excellence (inclusive of awards nominations and referral to the NSW AOE)</li> <li>• Assist DoA to co-ordinate the Branch AGM and Branch Council meetings</li> <li>• Work with the Branch Director of Education to co-ordinate the Branch Education Pre-season Meetings</li> <li>• Work with Director of Surf Sports to co-ordinate Branch-run surf sport events, including event management through Carnival Manager/SEMS.</li> <li>• Enter and collate all approved carnival results as directed by DoSS</li> </ul>
<b>KRA 5: Member Development</b>	<u>Assist the Director of Member Development to:</u> <ul style="list-style-type: none"> <li>• Promote and facilitate Branch run programs (Wambiri etc)</li> <li>• Collate expressions of interest and confirm eligibility for Branch programs</li> <li>• Co-ordinate Branch-run programs</li> <li>• Facilitate Age Manager Programs</li> <li>• Promote Child Safe Programs and compliance</li> <li>• Process junior skills evaluations and awards</li> </ul>
<b>KRA 6: Club Administration Assistance</b>	<u>Assist Director of Administration to:</u> <ul style="list-style-type: none"> <li>• Assist clubs in the lodgement of their annual SLSNSW compliancy items</li> <li>• Assist clubs with administration related enquiries, specifically with day-to-day Surfguard support</li> <li>• Organise Surfguard Training for all Clubs (annually to ensure clubs are informed of updates and to ensure all incoming committee members are supported)</li> <li>• Co-ordinate bulk orders of clothing, equipment etc across Clubs</li> </ul>

<b>PERFORMANCE STANDARDS (KPIs)</b>	
<b>Outcomes</b>	<b>Key Performance Indicators (KPI's)</b>
<b>KRA 1: Branch Administration</b>	<ul style="list-style-type: none"> <li>• All general Branch administration records and files are maintained and recorded accurately</li> <li>• All communications platforms contain correct and accurate information</li> <li>• All reporting requirements are accurate and timely</li> </ul>
<b>KRA2: Training &amp; Education Support</b>	<ul style="list-style-type: none"> <li>• A schedule for Branch education &amp; training seminars etc is developed as per the brief provided by the Branch DoE</li> <li>• All requests for awards processing are completed within 7 days of lodgement</li> <li>• All course documentation required by the DoE is prepared by the advised deadline</li> <li>• Proactive flagging of issues related to TAF endorsement to the DoE as they occur</li> </ul>
<b>KRA 3: Lifesaving &amp; Support Ops</b>	<ul style="list-style-type: none"> <li>• Support Ops rosters are circulated by scheduled dates and changes managed and circulated</li> <li>• Reporting on and R&amp;M requirements to either Branch and/or State office are timely</li> <li>• Gear and equipment registers, and patrol audit records are maintained accurately</li> <li>• Branch website Lifesaving section is updated regularly</li> <li>• Support Operations training opportunities are distributed in a timely fashion and attendance is managed effectively</li> <li>• Any issues with clubs fulfilling LSA requirements are reported to the DoL in a timely fashion</li> </ul>
<b>KRA 4: Meetings &amp; Events</b>	<ul style="list-style-type: none"> <li>• All minutes, correspondence and submissions are undertaken in a timely and accurate manner, and finalised prior to respective deadlines</li> <li>• A Branch Education Calendar is developed as per the brief provided by the DoE</li> <li>• A Surf Sports schedule is developed as per the brief provided by the DoSS</li> <li>• All Branch level events are promoted to clubs &amp; members well in advance of their scheduled dates</li> <li>• The Branch AoE are co-ordinated within budget and present milestones are maintained</li> </ul>
<b>KRA 5: Member Development</b>	<ul style="list-style-type: none"> <li>• A Branch Development Program Calendar is developed as per the brief provided the DoMD</li> <li>• Ensure program information is promoted and distributed to Clubs and members in a timely fashion</li> <li>• Ensure all relevant participant information is distributed to relevant program facilitators</li> <li>• Ensure Age Manager and Child Safe Program information is up to date and distributed as required</li> <li>• Ensure resources for all Member Development Programs are readily available</li> <li>• Ensure Branch website Member Development section is updated regularly</li> </ul>
<b>KRA 6: Club Administration Assistance</b>	<ul style="list-style-type: none"> <li>• Club enquires are handled in an approachable, respectful and professional manner</li> <li>• Issues requiring further information or advice are escalated to the appropriate person in a timely fashion.</li> <li>• Ensure follow up back to the Club/member is timely</li> <li>• Ensure that SC Club's returns for compliancy requirements are provided by deadline</li> <li>• 100% of clubs in the SC Branch have been provided direct assistance/support</li> <li>• All requests for Club Surfguard training are actioned within the agreed timeframe</li> </ul>

**CORE RESPONSIBILITIES (ALL STAFF)**

<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
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 SC Branch &amp; SLSNSW's safety procedures and expectations, and actively participates and contributes;</li> <li>• Participates in the ongoing improvement of the SC Branch &amp; SLSNSW WHS policy and visibly and constantly supports its implementation;</li> <li>• Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff 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 policies and procedures of the organisation.</li> <li>• Continually contributes to and supports volunteers &amp; staff, including Directors, Branches, Clubs &amp; Members</li> <li>• Promotes inclusivity within the Branch and Clubs</li> </ul>
Leadership/Teamwork	<ul style="list-style-type: none"> <li>• Supports the decisions of SLSNSW Board of Directors and SLSNSW Management</li> <li>• Supports the decisions of the SC Branch Board of Directors</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 staff meetings and promotes the exchange of information throughout the organisation.</li> <li>• Regularly meets with Branch Director of Administration and SLSNSW HR Manager 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:

Will develop strong internal working relationships with SC Branch Executive Team, Branch Council and SLSNSW HQ team (as related to the agreed scope of work) and Club stakeholders.

External: Relevant Council and Chamber of Commerce.

**APPROVAL**

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

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

SC Branch President ..... 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 .....