



POSITION DESCRIPTION FORM

Department:	Training and Education
Position Title:	SLSWA Schools and Community Programs Officer
Position Level:	3
Location:	7 Delawney St Balcatta, WA 6021
Position Summary:	<p>Surf Life Saving Western Australia (SLSWA) delivers a range of established training courses and programs to develop the community's capacity to recreate safely on the coast and reduce coastal drowning deaths and injuries.</p> <p>Working within the Training and Education Department at SLSWA, the Schools and Community Programs Officer arranges the delivery of training courses and drowning prevention programs to WA schools as and the broader community.</p> <p>With a particular focus on schools (K-12), this role is responsible for contacting clients and booking training courses and community programs. This includes liaising and maintaining relationships with current customers as well as identifying new opportunities, responding to Expressions of Interest, contacting new potential business prospects and growing the number of school and community programs delivered by SLSWA.</p> <p>The course booking process incorporates utilising the SLSWA Student Management System (SMS) database to schedule courses, producing and sending customer quotations and following up to confirm details of all courses and programs.</p> <p>This role is also assists with the recruitment, training, rostering and management of casual Community Program Instructors for delivery of booked courses and programs.</p>
Work Hours:	<ol style="list-style-type: none"> 1. General work hours are Mon – Fri, 8.30am to 5pm 2. Infrequent midweek after hours work as well as infrequent weekend work required from time to time
Reporting To:	Training and Education Coordinator
FTE:	1.0 - Permanent Full Time

Key Deliverables

School and Community Education Programs

1. Actively promote SLSWA's range of school and community education programs to schools, community groups and individuals, including groups from diverse backgrounds.
2. Regular contact with current and new prospective school and community groups including management of current SLSWA schools customer base and maintain ongoing relationships.
3. Book and organise the delivery of SLSWA's suite of education and awareness programs including;
 - Introduction to BeachSAFE
 - Life Skills for Life
 - Beach Activities
 - Surf Survival
 - SurfBabies/SurfKids
 - Community Surf Rescue Certificate
 - Accredited VET First Aid qualifications
4. Administration of school and individual program bookings via phone and online booking SMS database aXcelerate
5. Identify opportunities to promote SLSWA retail products to course clients
6. Assist in recruitment, training, rostering and management of casual Community Program Instructors



7. Manage program administration including maintaining online and print resources, equipment allocation and venue bookings
8. Assist in course administration including issuing of certificates as required
9. Responsibility for delivery of programs to budget and in accordance with operational plans
10. Monitoring of training course and program outcomes and working to continually improve all programs to meet community needs
11. Regularly monitor course resources and ensure that all equipment is maintained to a high standard
12. Management of customer and supplier payment details
13. Completion of SLSWA and contractual reporting and acquittal requirements

Other duties

1. Provide assistance with face to face community program delivery as required
2. Provide regular updates to staff and management on project outcomes
3. Other duties as assigned by the General Manager Corporate Services

Selection Criteria	Essential/ Desirable
Experience	
1. Establishing and maintaining working partnerships with key stakeholders	Desirable
2. Sales and customer service	Desirable
3. Organisation of project documentation including project plans and budgets	Desirable
4. Management of casual employees/volunteers	Desirable
5. Knowledge of Surf Life Saving movement, objectives and activities	Desirable
Skills	
1. Time management	Essential
2. Analytical and problem solving skills	Essential
3. Leadership and group facilitation skills	Essential
4. Interpersonal, written and verbal communication skills	Essential
5. Proficiency in the use of MS Office suit	Essential
Qualifications	
1. Surf Life Saving Surf Rescue Certificate and/or First Aid qualifications	Desirable
2. SLSWA Training and Assessment qualifications	Desirable
3. Current 'C' Class drivers license	Essential
4. Current Working With Children & National Volunteer Police Check (required prior to employment confirmation)	Essential

Prepared by:	David Gallagher
Position:	Training and Education Coordinator
Date:	March 2019