

POSITION DESCRIPTION FORM – SURF LIFE SAVING WESTERN AUSTRALIA

Department:	Lifesaving and Training
Position Title:	Aerial Surveillance Officer
Position Level:	Officer
Location:	SLSWA, 7 Delawney Street Balcatta, WA 6021
Main Purpose of Job:	Responsible for the effective delivery of aerial surveillance and rescue services involving helicopter and drone technologies. The role encompasses strategic, operational and financial implementation, analysis and monitoring so that reliable and effective services are delivered to the community to support the efficient delivery of lifesaving services at identified locations.
Subordinate Staff:	Air Crew 3, Air Crew 2, Air Crew 1, Rescue Crew, Drone Operators
Reporting To:	Lifesaving Coordinator
FTE:	1.0 (37.50 hours)
Special conditions:	(Fixed Term)

Main Purpose of the Role

The Aerial Surveillance Officer must be a self-motivated and professional leader to be accountable to drive service delivery, standards compliance and performance management of operational personnel. This will assist in achieving agreed organisational directions and priorities.

This role is designed to enable integration and alignment between regional and localised aerial surveillance services. This integration intends to bring together the performance of individuals spread geographically across the state to achieve agreed priorities and tasks.

A key role outcome is to ensure consistent service delivery (across both contracted and volunteer services where applicable) through thorough planning, standardisation, measurement and continuous improvement. Engagement of key stakeholders to achieve this is a key enabler to achieving this.

The role has responsibility and accountability for the lifecycle of service delivery; including:

- service contract development /response/review
- development of operational plans
- financial management to support service deliverables
- human resource management including definition of service profiles, recruitment, rostering and performance management
- asset procurement/disposal/maintenance
- operational reporting and communication
- promotion and visibility of the services within the community

Position Description

The Aerial Surveillance Officer operates and provides support to and receives guidance and direction from the General Manager and Lifesaving Coordinator to achieve the outcomes of the SLSWA Strategic and Priority plans.

The Aerial Surveillance Officer will provide action or monitoring of the following areas associated with SLSWA Westpac Lifesaver Rescue Helicopter services and the SLSWA Drone Patrol program (but is not limited to):

- Deliver operational outcomes within financial, human and physical resources in a competent and accountable manner by providing leadership to staff and volunteers in the delivery of their duties.
- Engage with external agencies to build relationships and identify opportunities for interagency collaboration, operations or learnings
- Develop annual plans and communicate opportunities for skills maintenance and professional development / skill enhancement for aerial surveillance workforce including volunteers.
- Contribute toward the identification, development and review of operational policy, procedure and protocols relevant to the delivery of effective aerial surveillance services across the business.
- Develop planned arrangements that identifies and commits resources to achieving service obligations and standards in aerial surveillance across the business
- Annually plan to have sufficient resource coverage within services to maintain obligations of service availability and coverage and adjust levels throughout operational delivery. Establish ways to monitor accountability and performance reporting.
- Work closely with the all Officers in the department to deliver integrated and solution-orientated operational plans
- Provide supervision of direct reports as required
- Assist to implement an effective HR strategy that provides effective recruitment, retention and continuing development of a diverse operational workforce.
- Monitor and maintain employment records including licences, qualifications, competencies, etc. related to the aerial surveillance workforce and volunteers
- Provide effective and stable leadership to team members that promotes a positive, innovative and high performing culture
- Measure monthly financial performance against agreed annual budget allocations and report potential variances to planned arrangements
- Manage the procurement, maintenance and serviceability of assets related to aerial surveillance operations
- Maintain and oversight the implementation of critical incident response and debrief processes across all operational services.
- Deliver robust critical incident management; including investigation, escalation and reporting.
- Develop and maintain an awareness of CASA Drug and Alcohol Management requirements for staff / volunteers that operate within aerial surveillance operations
- Monitor team performance in achieving agreed priorities as they relate to aerial surveillance activity across the business
- Assist to objectively identify and determine the need for service enhancement or green field service opportunities
- Consider and deliver agreed promotional opportunities that seek to demonstrate the value of the helicopter and drone services to a range of internal and external stakeholders
- Maintain a contemporary awareness and understanding of CASA procedures and documentation related to helicopter and drone operations; including alignment with technology changes
- Maintain oversight of all data (including imagery) obtained by aerial surveillance teams and ensure its availability for use by SLSWA stakeholders
- Respond to media enquiries where requested and authorised.
- Any other duties as requested.

Prepared by: Chris Peck

Position title: General Manager – Lifesaving and Training

Last Reviewed: 11 June 2020