

POSITION DESCRIPTION FORM – SURF LIFE SAVING WESTERN AUSTRALIA

Department: Lifesaving and Training
Position Title: Lifeguard Operations Officer
Position Level: Officer
Location: 7 Delawney Street, BALCATTA WA 6021
Subordinate Staff: Operations Supervisors, Lifeguards, Water safety personnel
Reporting To: Lifesaving Coordinator
FTE: 1.0

Main Purpose of Role

The Lifeguard Operations Officer must be a driven and professional leader to be accountable to drive service delivery, standards compliance and performance management of Lifeguard service personnel.

This role is designed to implement a high standard of consistent service delivery across all Lifeguard service contracts across the state, while also seeking opportunities to grow each of the current services and pursue the opening of new services.

A key requirement to achieve this is through thorough planning, standardisation, measurement and review of contracted Lifeguard services across each of the contract service profiles.

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

- service contract development / response/review
- customer reporting, advice and feedback
- development of operational plans
- financials to support service delivery
- human resource management including definition of service profiles, recruitment, rostering and performance management
- asset procurement/disposal/maintenance
- operational reporting and communication

The Lifeguard Operations Officer must work closely with and alongside other Officer level roles within the department.

Position Description

The Lifeguard Operations Officer provides support to and receives direction from the Lifesaving Coordinator to achieve the outcomes of the SLSWA Strategic and Priority plans.

While not exhaustive the Lifeguard Operations Officer will have responsibility and accountability for the successful delivery of the following programs;

- Contract Lifeguard services
- Contract water safety services

The Lifeguard Operations Officer will provide action or monitoring of the following areas but is not limited to:

- Deliver operational outcomes within financial, human and physical resources in a competent and accountable manner by providing leadership to employees 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 professional development or skill enhancement for Lifeguard personnel.
- Contribute toward the Identification, development and review of operational policy, procedure and protocols relevant to the delivery of effective Lifeguard and water safety services.
- Develop planned arrangements that identifies and commits resources to achieving service obligations and standards in Lifeguard and water safety operations.

- Annually plan to have enough resource coverage within services to maintain obligations of service availability and coverage and adjust levels throughout operational delivery timeframes.
- Work closely with all department Officers to deliver integrated and solution-orientated operational plans
- Develop annual work plans that provide clear articulation of operational supervisor responsibilities including accountability and performance reporting.
- Provide frontline supervision to assist direct reports as required during peak season.
- Assist to implement an HR strategy that provides effective recruitment, retention and continuing development of a diverse Lifeguard workforce.
- Provide effective and stable leadership to the Lifeguard 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
- Maintain and oversight the implementation of critical incident response and debrief processes within contracted Lifeguard and water safety services
- Deliver robust critical incident management; including investigation, escalation and reporting within contracted Lifeguards and water safety services.
- Monitor department performance in achieving agreed priorities as they relate to Lifeguard and water safety activity.
- Assist to objectively identify and determine the need for service enhancement or green field service opportunities within contracted Lifeguard or water safety services
- Respond to media enquiries where requested and authorised.
- Any other duties as requested.

Selection Criteria	Essential/ Desirable
Experience	
1. Operational leadership with strong performance management, coaching and mentoring of operational personnel to achieve required priorities and plans.	Essential
2. Development and delivery of annual operational plans.	Essential
3. Effective use of Key Performance Indicators to monitor and report operational compliance and opportunities to address gaps in, sustain or improve performance.	Essential
4. Data analysis	Desirable
5. Development and communication of operational activity reports	Essential
6. Experience delivering a portfolio of contracts or services	Essential
7. Project management or delivery experience	Desirable
Skills	
1. Ability to engage and strengthen stakeholder (internal and external) relationships	Essential
2. Ability to motivate stakeholders (staff, volunteers, external agencies or customers) to achieve agreed directions and plans	Essential
3. Effectively lead teams to achieve common priorities and outcomes through goal setting, delegation, feedback and mentoring	Essential
4. Ability to identify key operational measurements and construct a concise report for management review	Desirable
5. Ability to provide effective communication to a diverse workforce	Essential
Qualifications	
1. Certificate IV or Diploma (or equivalent experience) in project management	Desirable
2. Certificate IV or Diploma (or equivalent experience) in human resource management	Desirable
3. Certificate IV or Diploma (or equivalent experience) in risk management or WHS	Desirable
4. Certificate IV or Diploma (or equivalent experience) in incident management	Desirable
5. Current "C" Class drivers licence	Essential
Behaviour	
1. Displays leadership through effective coaching and mentoring motivating others to improve	Essential
2. Displays a high degree of integrity and trustworthiness	Essential

Selection Criteria	Essential/ Desirable
3. Displays an engaging leadership style that promotes effective delegation	Essential
4. Strong focus on planned service delivery	Essential
5. Can demonstrate the ability to prioritise task and actions against a dynamic operating environment	Essential
6. Displays composure under pressure with a high degree of professionalism	Essential
7. Accepts the need to work irregular hours and weekends to meet the need of the operational workforce.	Essential

Prepared by:	Chris Peck
Position title:	General Manager – Lifesaving and Training
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