



LIFE SAVING VICTORIA
POSITION DESCRIPTION

Position Summary

| | |
|-----------------------------------|---|
| Position Title: | Administration Coordinator – Lifesaving Club Development |
| Position Category: | Fulltime / Fixed Term (Maternity Leave Role) |
| Area Of Operation: | Lifesaving Club Development |
| Reporting To: | Manager – Lifeguard Services |
| Governing Councils: | N/A |
| Direct Reports | Nil |
| General Description: | Responsible for the coordination of the Lifesaving Club Development administration functions ensuring delivery of high quality and innovative administrative support to the Lifesaving Club Development team, Lifesaving Clubs and Members. |
| Key Results / Job Outcomes | <p>Provide efficient and timely administrative support of delivery services to volunteers and clients.</p> <p>To increase & develop key client service delivery capabilities in a lifesaving context and further advance LSV standing with Emergency Service agencies.</p> <p>Enhance reputation of Life Saving Victoria.</p> <p>To support and provide volunteers excellent customer services.</p> |

Key Responsibilities

| | |
|-------------------------------------|---|
| Administration & Support | <p>Provide administration and support to the Lifesaving Club Development team including meeting support, invoicing and telephone support.</p> <p>Support Meetings, including room booking and preparation, communication and meeting administration.</p> <p>Support the membership record management process. Processing of club related forms and information, including club affiliations, incident reports, first aid logs, annual reports, long service awards and other reportable club documents</p> <p>Maintaining databases, filing systems and records, to ensure information is accurate and available in a timely manner at all times.</p> |
|-------------------------------------|---|

Key Responsibilities

| | |
|---|---|
| Communication & Information Management | <p>Provide support for the key communication channels of the department including; call centres, email mailbox, and circular process to ensure the timely response and dissemination of key information to members:</p> <ul style="list-style-type: none"> • Maintaining professional and friendly communications as the first point of call for general external enquiries and correspondence • As primary call centre operator, monitor, respond and direct Lifesaving Club Development calls in a timely manner, achieve monthly set targets of call centre statistics. • Support the management of the Lifesaving Operations mailbox, ensuring all incoming correspondence is acknowledged, responded to and/or distributed. • Club Circulars; oversee the collation, distribution and quality management of weekly club mail in a timely and accurate manner <p>Maintain a currency of information both web-based and printed, including documents, brochure, website content, online forms and social media</p> <p>Coordinate the maintenance of the membership information and databases including; organisational details, service profiles, committees, officers, mailing groups, email notification settings, contact lists and templates</p> |
| Project planning, service development and delivery | <p>Assist with administration and support tasks associated key LCD events and programs including Lifesaving Conference, Workshops and Advanced Lifesaving Camp.</p> <p>Coordination of timely and accurate quoting, bookings, client liaison, logistics support including coordinating equipment required and invoicing for Australian Lifeguard service.</p> <p>Coordinate the collation, distribution and monitoring of council contracts for Australian Lifeguard service.</p> <p>Assist with projects, including specific grant projects and organisation of events, as required.</p> |
| Grants and Funding | <p>Support the coordination of club grants, including providing information, maintaining database and providing information to clubs, including: Club Admin Grants and DHL uniform grant</p> <p>Support club fundraising activities and coordinating logistics requirements.</p> <p>Facilitate administrative communication between LSV and the Surf Life Saving Foundation for all fundraising activities in Victoria. Maintain primary communication with clubs regarding SLS Foundation activities and coordinate public and club feedback to the SLS Foundation</p> |



LIFE SAVING VICTORIA
POSITION DESCRIPTION

| Key Responsibilities | |
|--|---|
| Relationship & Stakeholder Management | <p>Provide exceptional customer service when responding to volunteer and client enquiries to ensure services meet and exceed expectations.</p> <p>Foster positive relationships between volunteers, clients and staff.</p> |
| Meetings & Reporting | <p>Collation and dissemination of key reporting information both internally and externally, include statistical, membership, patrol and quality management.</p> <p>Provide timely information and reporting including:</p> <ul style="list-style-type: none"> • Call Centre Statistics • Grant activities • Volunteer insurance claims • Other issues as identified • Club membership monthly reporting and end of season reporting externally |
| Human Resources Administration | <p>Maintain employee details to database/s.</p> <p>Support the recruitment, contract and qualification administration of Paid Lifeguards.</p> <p>Create and disseminate event rosters in a timely and efficient manner, ensuring guidelines are adhered to, including ratios, minimum qualifications, employee availability.</p> <p>Processing the event and seasonal lifeguard and casual support staff payroll accurately and in timely manner.</p> |
| OHS | <p>Ensure the compliance of OHS guidelines and procedures, using protective clothing or equipment provided at all required times.</p> <p>Identify hazards, monitor and assess risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace</p> <p>Demonstrates duty of care, consider own safety and the safety of others at all times.</p> <p>Monitor and promote the Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.</p> |
| Safeguarding Children and Young People | <p>Understand and comply with the guidelines of the LSV's and SLSA's Safeguarding Children and Young People.</p> <p>Support the department to adhere and operate within the protocols of the Child Standards.</p> |



LIFE SAVING VICTORIA
POSITION DESCRIPTION

Liaison and Key Relationships

| Internal | External |
|---|--|
| <ul style="list-style-type: none"> • LSV Staff • LSV Volunteers • Lifesaving Clubs | <ul style="list-style-type: none"> • Regulatory Bodies • Community Groups • Local Government and Land Managers • State Government departments and agencies • Sponsors & in-kind supporters. • Suppliers & Key Service Providers • Other agencies, aquatic industry agencies |

LSV Core Values

| | |
|-----------------------------------|---|
| Organisational Expectation | <p>Willingness to recognise and embrace LSV's core values when making decisions and working with our volunteers, clients, community and each other</p> <ul style="list-style-type: none"> • Positive and respectful relationships (cultural and intergenerational) • Being open, welcoming and inclusive • Personal development through a commitment to lifesaving • Develop healthy lifestyles • Taking personal responsibility for betterment • Being relevant in today's and tomorrow's society • Efficient and appropriate use of available resources • Building stronger and safer communities |
|-----------------------------------|---|



LIFE SAVING VICTORIA
POSITION DESCRIPTION

Job Competencies

| | |
|--------------------------------|--|
| Personal Attributes | <p>Solution orientated with a systematic approach to troubleshooting</p> <p>Ability to prioritise multiple tasks</p> <p>Ability to empathise and provide solutions</p> |
| Essential Competencies | <p>Demonstrated ability to provide high quality administration with a focus on attention to detail</p> <p>Demonstrated ability in the use of multiple software applications</p> <p>Previous experience in an administration position</p> <p>High level communication and literacy skills, including problem solving and ability to deliver verbal directives</p> <p>Ability to work with minimal supervision on a number of simultaneous tasks</p> <p>Ability to work within a team</p> <p>Strong personnel management skills which include the ability to work to deadlines and within budgets</p> <p>Ability to provide constructive feedback, suggest improvements and use initiative within provided guidelines</p> <p>Current Working With Children Check</p> <p>Driver Licence</p> |
| Desirable Competencies: | <p>Degree or working towards, in business administration, sports administration or similar discipline.</p> <p>Knowledge of recruitment processes</p> <p>Previous experience in use of rostering and booking systems</p> <p>Previous experience in a customer service role</p> <p>Current First Aid and SLSA Bronze/ CSLSC Awards</p> |