



LIFE SAVING VICTORIA
POSITION DESCRIPTION

Position Summary

Position Title:	Lifesaving Services Administration Coordinator
Position Category:	Full time- 6months - fixed term
Area of Operation:	Lifesaving Services
Reporting To:	General Manager – Lifesaving Services
Governing Councils:	Life Saving Operations Council (LSOC)
Direct Reports	Nil
General Description:	Responsible for the coordination of the administration functions for Lifesaving Services team ensuring delivery of high quality and innovative administrative support to the clients and team.
Key Results / Job Outcomes	<p>Provide efficient and timely administrative support of delivery services to staff, volunteers and clients.</p> <p>To increase & develop key 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 Services team including meeting, invoicing, project and telephone support.</p> <p>Support meetings and events, including room booking and preparation, communication and meeting administration.</p> <p>Support the membership record management process including club related forms and information, 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>
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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"> • Support the management of the Lifesaving Services mailbox, ensuring all incoming correspondence is acknowledged, responded to and/or distributed. • Oversee and support the collation, distribution of weekly club mail and reports 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 Lifesaving Services events and programs including Lifesaving Conference, Workshops and Advanced Lifesaving Camp.</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>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>
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"> • Grant activities • Volunteer insurance claims • Club membership monthly reporting and end of season reporting externally • Other issues as identified



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Human Resources Administration	Support the recruitment/onboarding, contract and qualification administration of Paid Lifeguards and volunteers.
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>

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 • 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
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Job Competencies	
Personal Attributes	<ul style="list-style-type: none"> Solution orientated with a systematic approach to troubleshooting Ability to prioritise multiple tasks Ability to empathise and provide solutions
Essential Competencies	<ul style="list-style-type: none"> Demonstrated ability to provide high quality administration with a focus on attention to detail Demonstrated ability in the use of multiple software applications Experience in minute taking and writing reports Previous experience in an executive administration position High level communication and literacy skills, including problem solving and ability to deliver verbal directives Ability to work with minimal supervision on a number of simultaneous tasks Ability to work within a team Strong time management skills which include the ability to work to deadlines and within budgets Ability to provide constructive feedback, suggest improvements and use initiative within provided guidelines Current Working with Children Check Driver Licence
Desirable Competencies:	<ul style="list-style-type: none"> Degree or working towards, in business administration sports administration or similar discipline. Understanding of recruitment processes Previous experience in a customer service role Volunteer experience Current First Aid