



# LIFE SAVING VICTORIA

## POSITION DESCRIPTION

Position Summary	
<b>Position Title:</b>	Sales and Scheduling Officer
<b>Position Category:</b>	Full time/ Casual
<b>Area Of Operation:</b>	Public Training (PT)
<b>Reporting To:</b>	Training Coordinator (Sales and Scheduling)
<b>Governing Councils:</b>	Aquatic Industry and Community Education Council
<b>Direct Reports</b>	N/A
<b>General Description:</b>	<p>As a member of the Public Training and Pool Safety team the Scheduling Officer is responsible for the administration of all allocated course types - people, resources and equipment organised by the designated time frames.</p> <p>Reporting to the Training Coordinator (Sales and Scheduling) the role is focused on contributing to the customer service, scheduling and administration of accredited and non-accredited water safety and first aid training services.</p> <p>Key expectations include efficiency of data processing, prioritisation to meet deadlines, stakeholder engagement and support, exceeding customer expectations within the department systems / processes, adherence to RTO standards / Industry requirements and strategic growth.</p>
<b>Key Results / Job Outcomes</b>	<ul style="list-style-type: none"> <li>• The role will support the successful delivery of LSV’s public training courses. This will include;               <ul style="list-style-type: none"> <li>○ Efficient administration of allocated course types</li> <li>○ Ensuring client needs are met through Inbound and outbound sales</li> <li>○ Providing staff / stakeholder support</li> <li>○ Delivery of department marketing in line with business objectives</li> <li>○ Adherence to RTO compliance requirements</li> <li>○ Maintaining data integrity across LSV training management system (Axcelerate) and applicable databases</li> <li>○ Contribute to the achievement of Departmental / Organisational objectives.</li> </ul> </li> <li>• Support project tasks in line with designated timelines</li> <li>• Enhanced positive relations with industry, membership and community</li> <li>• Enhanced reputation of Life Saving Victoria</li> <li>• Embrace and embody LSV Core Values and contribute to a positive team culture</li> </ul>

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<b>Key Responsibilities</b>	
<b>Training Services Delivery</b>	<ul style="list-style-type: none"> <li>• Administration of the LSV public course schedule to achieve Department KPI's and Organisational objectives including supplier liaison as required</li> <li>• Contributing to quality assurance checks for scheduling of allocated courses</li> <li>• Inbound and outbound sales ensuring successful delivery of training courses under the LSV RTO</li> <li>• Assisting with the broader training course management structures as required by the Training Manager and Coordinator personnel</li> <li>• Coordinating the logistics of equipment and resources by deadlines</li> </ul>
<b>Business Development and Marketing</b>	<ul style="list-style-type: none"> <li>• Build and maintain relationships with current and future clients to ensure business retention</li> <li>• Actively identify and seek out new opportunities for LSV, giving consideration to organisation objectives and growth expectations</li> <li>• Actively seek out opportunities for direct sales marketing</li> <li>• Deliver marketing requirements in line with the assigned deadlines and upcoming department schedule and business objectives</li> <li>• Deliver up to date internal and external e-news in line with LSV brand guidelines to assigned deadlines in consultation with relevant stakeholders</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Ensure adherence to VET, ASQA and Industry standards in partnership with the LSV Quality Assurance personnel</li> <li>• Build and maintain strong positive relationships between the LSV Quality Assurance personnel and Training Services staff / stakeholders</li> <li>• Support and maintain the continual development of department systems and processes for efficiency and department objectives</li> <li>• Contribute to a positive relationship between the LSV Quality Assurance personnel and Training Services staff / stakeholder</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Promote positive relationships through strong communication through all mediums including phone, email and face to face, with training officers</li> <li>• Follow directives of the department communication structures to ensure execution of the communication / development based KPI's / events</li> <li>• Promote positive relationships and continued growth / development of LSV's third party training delivery stakeholders</li> </ul>
<b>Organisational</b>	<ul style="list-style-type: none"> <li>• Actively participate in meetings and provide administration support as required</li> <li>• Assist with the development and improvement of documentation, guidelines, policies / procedures and projects in the training area</li> <li>• Have a continuous improvement focus and represent the best interests of LSV and its stakeholders at all times</li> </ul>



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<b>Reporting</b>	<ul style="list-style-type: none"> <li>Contribute to the training management system reporting used across all LSV accredited and non-accredited training services.</li> </ul>
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### Key Responsibilities

<b>Human Resources &amp; OHS</b>	<ul style="list-style-type: none"> <li>Follow the organisation and business unit systems and structures enabling the smooth and successful delivery of activities by staff involved in the Training department</li> <li>Support the maintenance of accurate records for all trainers, course allocations and availability. Ensure that only qualified and compliant trainers are allocated to course delivery</li> <li>Liaise with the LSV staff / stakeholders regarding all relevant aspects of training administration in relation to training services and general enquiries</li> <li>Ensure the compliance of OHS guidelines and procedures, using protective clothing or equipment provided at all required times</li> <li>Identify hazards, monitor and assess risk, and immediately report any injury, near miss, damaged equipment or other hazard observed in the workplace</li> <li>Demonstrates duty of care, consider own safety and the safety of others at all times</li> <li>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</li> <li>Support the Training Coordinator (Scheduling) with recruitment and induction kit requirements for trainers</li> </ul>
<b>Safeguarding Children and Young People</b>	<ul style="list-style-type: none"> <li>Understand and comply with the guidelines of the LSV's and SLSA's Safeguarding Children and Young People</li> <li>Support the department in adhering to and operate within the protocols of the Child Standards</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>All other tasks reasonably requested by the Training Manager or General Manager or Department Coordinators reasonable to the position of Scheduling Officer</li> <li>All other tasks reasonably requested to achieve the department objectives, key performance indicators and broader Organisational objectives</li> </ul>

### Liaison and Key Relationships

<b>Internal</b>	<b>External</b>
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<ul style="list-style-type: none"> <li>LSV Staff</li> <li>Business Unit Managers</li> <li>LSV Licensees</li> <li>LSV Executive Group</li> <li>LSV Board of Directors</li> <li>LSV Volunteers</li> <li>LSV Community Organisations</li> </ul>	<ul style="list-style-type: none"> <li>Key Service Providers</li> <li>EMV and other government departments</li> <li>Corporate Partners, Sponsors &amp; in-kind supporters.</li> <li>National Bodies</li> <li>Other police and emergency service sector agencies</li> <li>Others as required</li> </ul>
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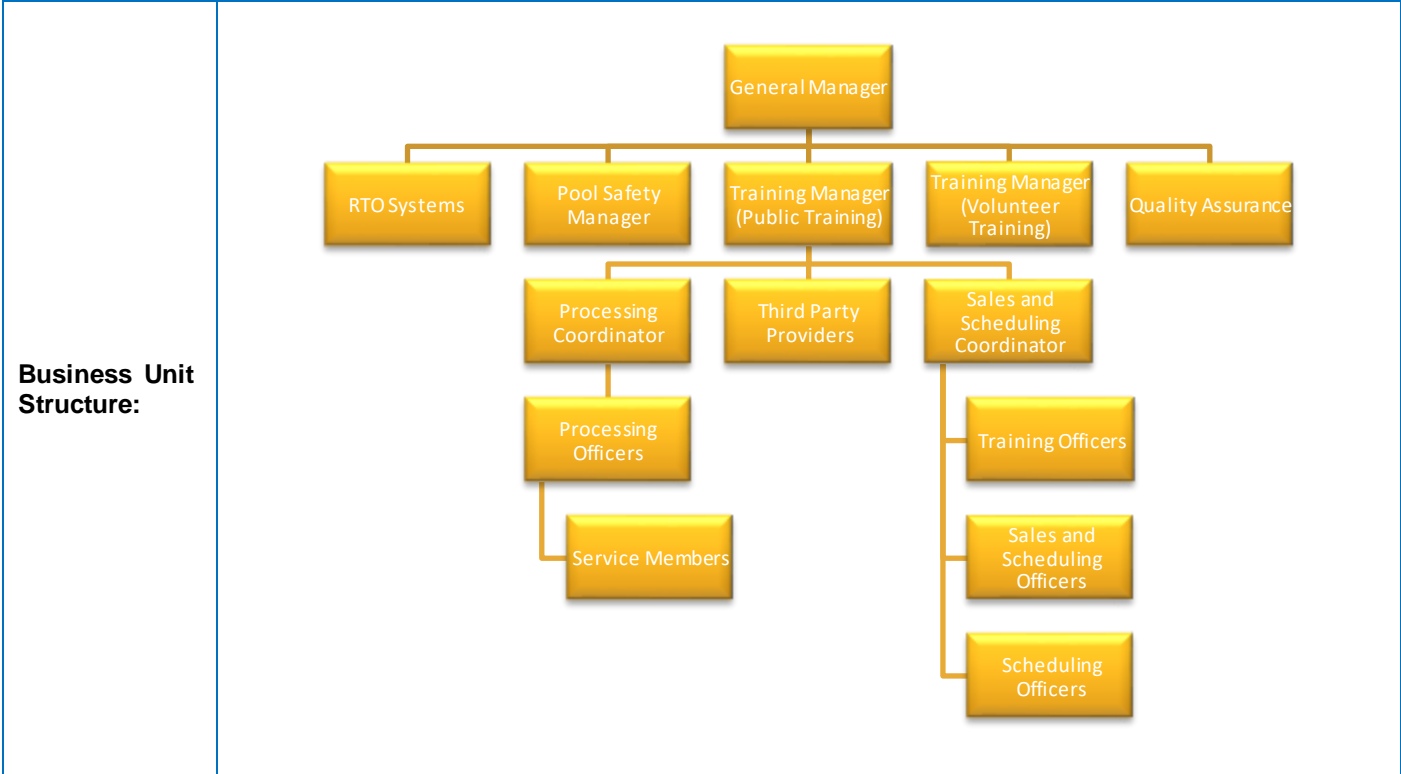
### LSV Core Values

<p><b>Organisational Expectation</b></p>	<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"> <li>Positive and respectful relationships (cultural and intergenerational)</li> <li>Being open, welcoming and inclusive</li> <li>Personal development through a commitment to lifesaving</li> <li>Develop healthy lifestyles</li> <li>Taking personal responsibility for betterment</li> <li>Being relevant in today's and tomorrow's society</li> <li>Efficient and appropriate use of available resources</li> <li>Building stronger and safer communities</li> </ul>
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### Organisational Structure



### Job Competencies

<b>Essential Competencies</b>	<ul style="list-style-type: none"> <li>Demonstrated success providing high quality customer service over the phone.</li> <li>Intermediate computer literacy (Microsoft suite, cloud based software)</li> <li>Demonstrated ability to coordinate the allocation of people and resources</li> <li>Proven problem solving, planning and decision-making skills</li> <li>Capacity to balance competing objectives within a defined scope</li> <li>Ability to develop and work to deadlines and KPI's within budget</li> <li>Demonstrated success to balance time amongst competing demands</li> <li>Excellent interpersonal, teamwork and communication skills</li> <li>A positive attitude and approach towards all areas of work</li> <li>High level attention to detail</li> <li>Must have or be able to obtain an employee Working with Children Check</li> </ul>
<b>Desirable Competencies:</b>	<ul style="list-style-type: none"> <li>Knowledge of LSV training resources and materials</li> <li>Certificate IV in Training and Assessment</li> </ul>



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### Job Competencies

	<ul style="list-style-type: none"><li>• Experience in vocational education and training</li><li>• Administration of an online Learning Management System (aXcelerate or similar)</li><li>• Experience with Enterprise Resources Pricing (ERP) system</li><li>• Units of competencies associated with LSV courses</li><li>• Knowledge of water safety, lifesaving, Life Saving Victoria, Surf Life Saving Australia and Royal Life Saving Society Australia</li></ul>
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