

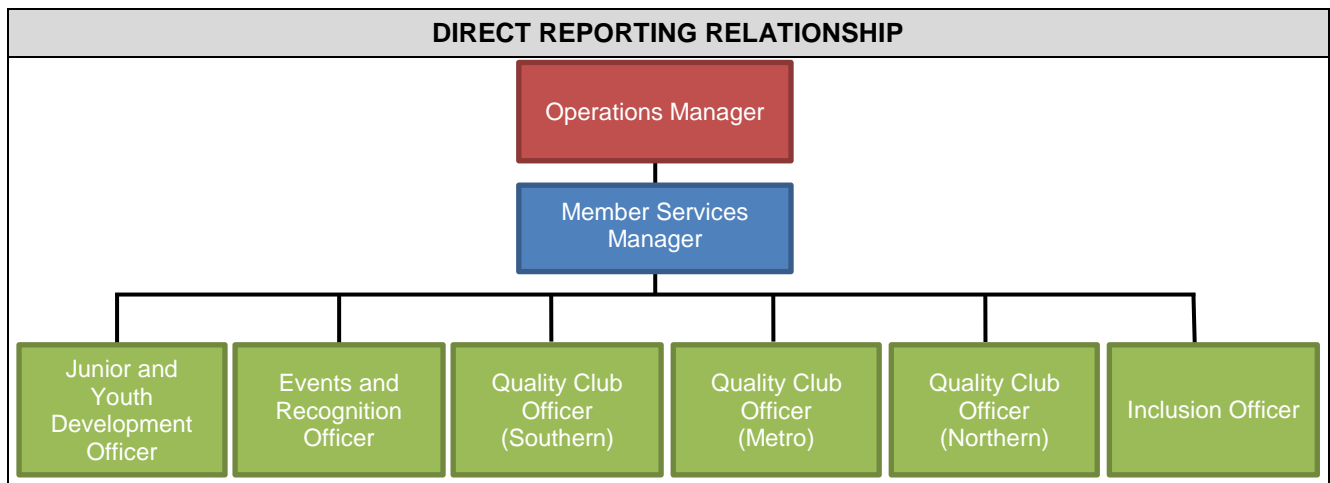
POSITION DESCRIPTION



Position	Work Location	Position Description Completed
Quality Club Officer	SLSNSW Headquarters-Belrose and regional areas	March 2015
Reports To:	Direct Reports:	Department
Member Services Manager	N/A	Member Services

PURPOSE STATEMENT
The Quality Club Officer is responsible for engaging and supporting NSW SLSCs in the implementation and development of the SLSNSW Quality Club Program with the ultimate goal of achieving greater operational effectiveness resulting in club sustainability.

SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent communication skills both written and oral, including report and document writing competencies and presentation skills • Proven ability to work autonomously and as part of a team • Relationship management experience • Experience of and demonstrated success in the delivery of projects against a plan • Personal attributes of flexibility, energy and self-motivation • An ability to prioritise competing demands and demonstrated attention to detail • Professional manner and presentation, excellent interpersonal skills • Demonstrated ability to use innovation and creativity to solve issues and generate new ideas • Sound computer Skills particularly Microsoft Word, PowerPoint, Excel and Outlook • Driver's Licence • Surf Life Saving knowledge and experience • Flexibility towards working hours 	<ul style="list-style-type: none"> • Experience in delivery of support that contributes to organisational sustainability • Tertiary qualifications in a relevant discipline • An ability to understand and utilise appropriate project management methodologies • Knowledge of relevant legislation and practices which guides club administration



ROLE SPECIFIC RESPONSIBILITIES	
Quality Clubs Program and Club Sustainability	
Accountabilities	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> • Work with the other Quality Club Officers to coordinate annual reviews of the Quality Club Program, including program structure, promotion, and assessment processes; • Work with other Quality Club Officers and SLSNSW staff to develop and keep-up-to-date template resources available for Clubs through the Quality Club Program; • Deliver the Quality Club Program, including promoting the program to Clubs, supporting them with completion and assessing and awarding submissions; • Work with other Quality Club Officers and other appropriate SLSNSW Staff to maintain a process for assessing club sustainability; • Work with SLSNSW Staff to collate data and produce final sustainability reports for SLSNSW Clubs in the region; • Work with SLSNSW Clubs in the region to develop, and support the implementation of, plans which aim to increase the sustainability of the Club. 	<ul style="list-style-type: none"> • Quality Club Program, including program structure, promotion and assessment processes, is reviewed annually as per the Member Services Work Plan; • Quality Club Program resources will be updated and available to Clubs within the timeframes set within the Member Services Work Plan, and to a professional standard; • Annual growth in Quality Club Program participation in the region; • Annual growth in Clubs attaining recognition under the Quality Club Program in the region; • Process for assessing club sustainability is reviewed annually as per the Member Services Work Plan; • Club sustainability reports are completed within the timeframes set within the Member Services Work Plan, and to a professional standard; • Meet with Clubs in the region and develop plans within the timeframes set within the Member Services Work Plan, and provide monthly reports to the Member Services Manager outlining the Club's progress against each item in the plan, as well as your contribution to the progress and outcomes.
Club Support and Compliance	
Accountabilities	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> • Work with other Quality Club Officers to coordinate reviews of the SLSNSW Club Guide, including seeking feedback, working with SLSNSW portfolios to up-date content, communicating changes and promoting the resource to Branches and Clubs; • Work proactively to keep up to date with best practice, SLS policy and procedure and legislation relevant to club management; • Collect, collate and report back to appropriate SLSNSW staff the compliancy information required from SLSNSW Clubs in the region. 	<ul style="list-style-type: none"> • Club Guide is up-dated and available to clubs within the timeframes outlined in the Member Services Work Plan; • Relevant best practice, SLS policy and procedure and legislative changes are shared with Branches and Clubs and utilised during the provision of support to clubs, • Compliancy data is recorded accurately and feedback and follow-up to Branch and Clubs is timely.
Other Duties	
Accountabilities	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> • Work with the Member Services Manager to identify and implement strategies which promote and educate clubs on health and environmental sustainability practices (e.g. sun safety); • Support the Events and Recognition Officer with the local implementation of the annual Surf Club Open Day; • Advise the Member Service Manager of any opportunities for recruitment identified as part of 	<ul style="list-style-type: none"> • Health and environmental initiatives are identified, implemented and promoted in line with the Member Services Work Plan; • Annual growth in Club participation in Surf Club Open Day within the region; • Advice provided in a timely manner to Member Service Manager regarding member recruitment opportunities identified through the Club sustainability process; • Applications from membership within the region

<p>the Club sustainability process, and support the implementation of any targeted recruitment campaigns to increase club membership;</p> <ul style="list-style-type: none"> • Work with Member Services Manager to promote participation in SLSNSW and SLSA leadership development programs; • Work with the Member Services Manager to identify, track and provide support to leaders within SLS; • Undertake special projects and related activities as required by the Member Services Manager. 	<p>for the SLSNSW and SLSA leadership development programs increase annually;</p> <ul style="list-style-type: none"> • Initiatives which track and support leaders within SLS are implemented regionally as per the Member Services Work Plan; • Attend to other issues and projects as required by the Member Services Manager.
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CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace; • Demonstrates duty of care, considers own safety and the safety of others while at work; • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times; • Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation; • Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication. • Understands and supports policies and procedures of the organisation as defined in the Employee Handbook. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department. • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them. • Contributes to staff meetings and promotes the exchange of information throughout the organisation. • Regularly meets with Manager to discuss performance, plans and current issues
Continuous Improvement	<ul style="list-style-type: none"> • Exercises initiative in making improvements to work processes and outcomes. • Always searches for better ways and strives for best practice. • Actively seeks new ideas and improvement.

	<ul style="list-style-type: none"> Embraces and adapts to change.
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WORKING RELATIONSHIPS
<p>Internal: The Quality Club Officer works closely with the relevant Clubs to support them with the implementation and development of the Quality Clubs Program. Positive relationships are developed with Branches. Working relationships are maintained with Portfolio Managers relating to the support provided to the operational areas of SLSCs. External: N/A</p>

APPROVAL
<p>This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation</p>
<p>Member Services Manager Date</p>
<p>Operations Manager Date</p>
<p>I have read and understood this document and agree to perform the duties and responsibilities as listed within the list</p>
<p>Occupant Name</p>
<p>Occupant Signature Date</p>