

## Lifesaving Support Officer – EASTERN REGION

### POSITION DESCRIPTION

<b>Reports To:</b>	Regional Life Saving Manager – Eastern Region
<b>Location:</b>	Mount Maunganui
<b>Position Status:</b>	Permanent, full-time role, 40 hours per week. Some weekend and evening work is required.
<b>Direct Reports:</b>	Seasonal Staff: <ul style="list-style-type: none"> <li>- Lifeguard Supervisor – Coromandel</li> <li>- Lifeguard Supervisor – Bay of Plenty</li> <li>- Lifeguard Supervisor – Gisborne</li> </ul>
<b>Key Relationships:</b>	<ul style="list-style-type: none"> <li>- Surf Life Saving Clubs and Key Officers</li> <li>- Operational Committees in the region</li> <li>- Other SLSNZ Staff</li> <li>- Local Community Stakeholders</li> <li>- Head Lifeguards – Eastern Region</li> <li>- Lifeguards – Eastern Region</li> </ul>
<b>Date Prepared:</b>	April 2025

#### ABOUT SURF LIFE SAVING NZ

*As Aotearoa’s leading beach and coastal safety, drowning prevention, and rescue authority, we are unique. We deliver proactive lifeguarding and essential emergency rescue services, a range of public education, beach safety programs, member education, training, and development, and we are also a highly respected sport. With New Zealand having one of the highest rates of drowning (per capita) in the OECD, we are committed to changing this with a vision that ‘No one drowns at the beach in Aotearoa, New Zealand.’*

*We do all this as a for purpose organisation and while we are well supported by central and local government, we are not fully funded so rely on the generosity of the public, commercial partners, foundations, and trusts for donations and financial contributions to lead and support our incredible front-line volunteer lifeguarding services. SLSNZ is the national association and represents 74 Surf Life Saving Clubs with 18,000 plus members, including more than 4500 volunteer Surf Lifeguards. Lifeguards patrol over 80 locations in summer and provide year-round emergency call-out rescue services throughout Aotearoa, saving hundreds of lives each year and ensuring thousands return home safe after a day at the beach. [Surf Lifesaving NZ - Homepage](#)*

#### OUR ORGANISATIONAL CULTURE STATEMENT

People are at the heart of everything we do; we support our clubs, volunteers, and each other through our collective values of:

**Collaboration • Integrity • Respect • Wellbeing • Fun**

We are an organisation that our people are proud to work for; Whanaungatanga (sense of kinship, connection, relationships through shared experiences, and working together) is central to providing our people with a sense of belonging.

## POSITION PURPOSE

Support regional lifesaving operations and ensuring that both volunteer and paid lifeguard patrols have the necessary resources in the right locations. Focusing on optimising operational efficiencies and adhering to established standards.

## KEY RESPONSIBILITIES

<b>Support Regional Clubs</b>	<p><b>Clubs within the Region:</b></p> <ul style="list-style-type: none"> <li>Hot Water Beach LS, Tairua SLSC, Pauanui SLSC, Onemana SLSC, Whangamatā SLSC, Whiritoa SLSC and Waihi Beach LS, Mt Maunganui LS, Omanu Beach SLSC, Papamoa SLSC, Maketu SLSC, Pukehina SR, Whakatane SLSC, Opotiki SLSC Ngāti Porou SLSC, Ūawa Tiaki Tai -Tolaga Bay SLSC, Wainui SLSC, Waikanae SLSC, Midway SLSC</li> <li>Support the implementation and delivery of organisational strategic priorities and projects as and when required.</li> </ul>
<b>Successful delivery of the Paid Lifeguard Service for the Eastern Region</b>	<ul style="list-style-type: none"> <li>Support the Regional Lifesaving Manager to lead the planning and implementation of the Paid Lifeguard Service, ensuring compliance with national policies.</li> <li>Support the Regional Lifesaving Manager to implement lifeguard assessments, recruit seasonal staff, support and deliver inductions, provide ongoing training and development opportunities, rostering, payroll &amp; professional service delivery</li> <li>Support the Regional Lifesaving Manager to ensure that any complaints or concerns regarding any of the paid lifeguard service are dealt with at a low level if possible or appropriately escalated to the Regional Lifesaving Manager in a timely manner.</li> <li>Liaising with Supervisors &amp; Patrol Captains on matters concerning, health &amp; safety, equipment &amp; facilities.</li> </ul>
<b>Lifesaving and Club Support</b>	<ul style="list-style-type: none"> <li>Assist the Regional Lifesaving Manager in evaluating Lifeguard capabilities and conducting Coastal Risk Assessments to improve lifeguard services in the Eastern Region.</li> <li>With the Regional Lifesaving Manager, lead pre-season briefings for services and clubs, contributing to ongoing improvement efforts.</li> <li>Ensure all patrolled locations and clubs have the necessary resources to provide professional lifeguard services.</li> <li>Oversee the collection and accurate recording of Patrol data throughout and at the end of the operational season to support clubs and lifesaving services.</li> <li>Assist in delivering support services, including Radio Network integration, the Duty Officer program, and Rescue Watercraft development.</li> <li>Help compile post-season reports for lifesaving services in the Eastern Region, including the Paid Lifeguard Service.</li> <li>Manage media inquiries professionally, informing the Lifesaving Manager of media exposure and opportunities.</li> <li>Assist the Regional Lifesaving Manager in other lifesaving programs as needed.</li> </ul>

<p><b>Lifesaving Equipment and Logistics</b></p>	<ul style="list-style-type: none"> <li>• Oversee the logistics and maintenance of regionally owned lifesaving equipment within the Eastern Region.</li> <li>• Manage the logistics of regionally owned lifesaving equipment and rescue watercraft operations.</li> <li>• Develop and maintain an equipment schedule of all Eastern Region lifesaving equipment</li> <li>• Ensure all Eastern Region lifesaving equipment and storage facilities are well maintained, serviced, and meet regulatory requirements.</li> <li>• Coordinate the distribution and collection of Eastern Region lifesaving equipment to support Paid Lifeguard Service and volunteer lifesaving operations.</li> <li>• Support the Regional Lifesaving Manager with facilitating the Club Equipment Audits.</li> </ul>
<p><b>Volunteer and Training</b></p>	<ul style="list-style-type: none"> <li>• Support Eastern Region's volunteer lifesaving administration processes, including development and publishing of Club Partnership Agreements, and annual review and updates of Club Standard Operational Procedures.</li> <li>• Support the coordination of training and development initiatives for the Paid Lifeguard Service and clubs.</li> <li>• Compile and analyse operational data and insights for strategic decision-making with regards to training and development and volunteer club lifesaving operations.</li> <li>• Manage the application, onboarding, training, and ongoing development of Local and Regional Duty Officers.</li> <li>• Support training and development requirements of the regions volunteer lifeguard Service</li> </ul>

- Any other duties from time to time as determined by the Regional Lifesaving Manager and Regional Manager.

## SKILLS & QUALIFICATIONS

- Tertiary qualification preferred
- Experience in recruiting, onboarding and training staff preferable
- Ability to think laterally
- High level oral and written communication skills, attention to detail
- Problem-solving ability
- Open-minded and passionate about the organization
- Demonstrated capacity to develop strong internal and external relationships.
- Leadership coaching skills (i.e., the ability to lead, develop, support, and positively influence others)
- Surf Life-Saving knowledge of clubs and our member development pathway.
- Non-biased approach towards members, clubs, and activities within SLSNZ.
- Professionalism.
- A current and clean driver's license
- Commitment to the purpose and values of SLSNZ.

## PERSONAL ATTRIBUTES

<b>Collaborative Team Player</b>	Ability to engage with volunteers to achieve joint outcomes. You will be a valued member of the SLSNZ Team, role-modeling our positive, desired organizational culture and values in all of your interactions.
<b>Professionalism</b>	Impartial and professional approach towards all clubs or activities.
<b>Organised</b>	You'll impress with your methodical and systematic approach, time management, and organization skills.
<b>Strong Customer focus ethic</b>	Along with your strong work ethic, you will put club members at the heart of everything you do and be willing to go that extra mile! You enjoy connecting with and talking to our members.
<b>Ability to work under pressure</b>	You can manage and deliver on a multitude of competing deadlines while staying composed in a fast-paced environment. You pride yourself on never missing a deadline.
<b>Can work in a team or alone</b>	You are a team player but can work autonomously, too. You have the confidence to undertake assigned tasks without being micro-managed and the wisdom to ask questions and seek answers if in doubt.
<b>Communication</b>	Displays clear and concise communication. Communication is open, frank, constructive, and positive.
<b>Leadership</b>	Empowers and inspires others and positively represents team members and SLSNZ.
<b>Initiative and reliability</b>	You are nimble and can think on your feet. You see things through, and you'll deliver on time, every time. Your work ethic is on point. You are a self-starter. You take a proactive approach to self-improvement and commit to continuous improvement. You are open and flexible to change.
<b>Enthusiasm and Energy</b>	You are excited about our SLSNZ story and the incredible work our volunteer lifeguards undertake, and you show a commitment to Surf Life Saving New Zealand's purpose and vision.
<b>Integrity</b>	You value personal honesty and integrity, which you demonstrate through your work and attitude; you also keep your word.