

Lifesaving Training and Development Manager

POSITION DESCRIPTION



Reports To:	Operations Manager - SLSNR
Location:	Auckland
Position Status:	Permanent – Full Time
Key Relationships:	<ul style="list-style-type: none">• SLSNR Operational Committees and Advisory Groups• SLSNR Senior Management Team & Staff• Key operational SLSNZ Staff• Surf Life Saving Clubs• Sector Partners and Stakeholders
Date Prepared:	17.06.2025

ABOUT SURF LIFE SAVING NORTHERN REGION (SLSNR):

SLSNR IS THE PRIMARY ORGANIZATION FOR DELIVERING BEACH AND COASTAL DROWNING PREVENTION OBJECTIVES TO MILLIONS OF PEOPLE IN THE UPPER NORTH ISLAND OF NEW ZEALAND.

OUR VISION: NO ONE DROWNS AT THE BEACH IN AOTEAROA NEW ZEALAND.

OUR MISSION: TO SAVE LIVES, SUPPORT GREAT NEW ZEALANDERS, AND ENSURE THE SAFETY OF OUR COMMUNITIES AT THE BEACH AND ON THE WATER.

WWW.LIFESAVING.ORG.NZ

OUR ORGANISATIONAL CULTURE STATEMENT

Clubs are at the heart of everything we do. We support our clubs, volunteers and each other through our values of:

Collaboration • Integrity • Respect • Wellbeing • Fun

We are an organisation that our People are proud to work for and our whanaungatanga (sense of kinship, connection, relationships through shared experiences and working together) provides our people with a sense of belonging.

POSITION PURPOSE

To oversee and support the ongoing training and development of lifeguards within the Northern Region in a safe and structured environment.

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KEY RESPONSIBILITIES

To ensure all lifeguards have access to relevant learning and development pathways, the ongoing provision of safe and structured learning opportunities at all stages of the membership journey and promote the ongoing capability of lifesaving services in the Northern Region.

<p>MANAGEMENT</p>	<ul style="list-style-type: none"> ○ Deliver the strategic aims and objectives set out in the SLS Strategic Plan 2024-26 through the creation of an effective Department and Annual Plan. ○ Establish a continuous monitoring, review and improvement process. ○ Set and manage operational budgets, being aware of income as well as expenditure. ○ Effectively deal with complaints or concerns in a professional and timely manner. ○ Liaise with the finance team to ensure quotations, invoices, and payroll activities are all conducted in a timely manner in accordance with established policies and procedures. ○ Contribute to and lead specific projects to assist with the delivery of the Strategic Plan. ○ Oversee the development and operations of the Training and Advisory Group (TAG), supporting the TAG Chair to foster a constructive environment where volunteer input drives meaningful development and change. ○ Work closely with the SLS National Education Team to ensure Chief Examiners, facilitators, and club-based instructors have the necessary updates and resources to deliver a successful season. ○ Any other reasonable request made by the Operations Manager.
<p>TRAINING AND DEVELOPMENT</p>	<p>Development of key training programmes and initiatives to support lifesaving capability.</p> <p>Key areas of development would be, but not limited to:</p> <ul style="list-style-type: none"> ○ Lifting the level of competence within our training, development and examination processes. ○ Providing a strategic lens on the next steps of change required within training and development. ○ Lead the development of centralised first aid training for our membership. ○ Lead the annual lifeguard refresher process. Ensuring a process that allows all members to have access to pre-season skill development and the ability to complete formal refreshers ahead of their first patrol. ○ Continued improvement of the Lifesaving Capability Matrix. Clubs to have better oversight and ability to understand their current capability and where the areas of focus should be. <p>Lead the delivery of regional training and examinations that enrich the member learning experience and strengthen core lifeguarding practices.</p> <ul style="list-style-type: none"> ○ Ensure an effective and efficient booking system for all courses and exams that offers the necessary flexibility to support learner, instructor and examiner participation. ○ Ensure the current SLS CRM database is reflective of club and learner activity and support good practice in the club space for timely entry of information. ○ Training and examination support achieving Lifesaving Capability Matrix outcomes and are accessible and engaging to relevant membership. ○ Learning and development outcomes are alignment to national uniform delivery in a structured and safe environment that prepares learners for the requirements of Surf Life Saving operations.

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Support the Lifesaving team with their training needs including but not limited to:

- Supporting the revalidation for seasonal employees.
- Supporting the upskilling of qualifications for seasonal employees.
- Supporting seasonal induction process.

General

- Support clubs to enable a thorough understanding of current systems and processes including use of etrainu and CRM database is embedded in the Club, Instructor and Examiner areas, and that role changes are well supported.
- Ongoing engagement with SLSNZ National Education Manager, Chief Regional Examiners, Volunteer Committees and Lifesaving Support Officers to ensure deliverables meet the needs of the clubs and members.

PERSONAL ATTRIBUTES

The appointee should have and be able to demonstrate:

- A thorough understanding and experience in operational Surf Life Saving and its processes.
- Experience managing teams or individuals, reviewing performance and strong leadership qualities.
- Excellent relationship management skills with the ability to develop and maintain a wide variety of stakeholder relationships, both internal and external
- An understanding of and ability to listen to the needs of volunteers and stakeholders to support them in their aspirations.
- Well-developed communication skills.
- Strength in problem solving, critical and analytical thinking as well as being able to roll up their sleeves and deliver.
- Ability to think strategically and logically, seeing the bigger picture as well as the finer details.
- A positive and professional approach reflecting our values.
- Ability to work in a fast paced and high stakes environment.
- High level of educational understanding.
- High IT literacy, especially in Microsoft Office applications.
- A proactive trouble-shooter.

Other:

- New Zealand citizenship/permanent residency
- Current New Zealand driver's licence
- The candidate will be Police Vetted for this role

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