

National Duty Officer



SURF LIFE SAVING®
NEW ZEALAND

POSITION DESCRIPTION

Reports To:	SurfCom Manager
Location:	Auckland Marine Rescue Centre / Remote
Position Status:	Casual / Fixed Term / Permanent Part Time
Direct Reports:	Nil
Key Relationships:	SurfCom Manager, SurfCom Operations Supervisors, SurfCom Operators, SLSNZ Duty Officers, Surf Lifeguards, SLSNZ Peer Supporters, SLSNZ SAR Coordinators, Coastguard NZ, SLS Staff, Emergency Services, SLSNZ Media Liaison / External Media
Date Prepared:	May 2025

ABOUT SURF LIFE SAVING NZ

As Aotearoa's leading beach & coastal safety, drowning prevention and rescue authority, we are truly unique, delivering proactive lifeguarding & essential emergency rescue services, a range of public education beach safety programmes, member education, training & development as well as 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 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

The purpose of this role is to support national lifesaving operations by providing guidance to Lifeguards on Surf Lifesaving (SLS) Policy and Procedure, ensuring situational awareness across all lifesaving operations and acting as intra/interagency liaison. When stationed at the SLSNZ Operations Centre (SurfCom), the National Duty Officer will also assist in the management of SurfCom operations.

KEY RESPONSIBILITIES

<ul style="list-style-type: none"> Assist in the management of SurfCom Operations by leading a team of SurfCom Operators and Local/Regional Duty Officers.
<ul style="list-style-type: none"> Be the key advisor for Lifesaving Operations nationally, providing operational oversight and direction of lifesaving resources when required.
<ul style="list-style-type: none"> Liaise with Regional and Local Duty Officer (DO)/Patrol Captains/Incident Coordinators to evaluate the level of response needed and initiate further support where necessary.
<ul style="list-style-type: none"> Ensure all lifesaving related patrol & incident data is effectively collected, monitored and recorded in the Surf Life Saving New Zealand databases.
<ul style="list-style-type: none"> Ensure all patrol, incident and callout responses are within SLS scope and policy.
<ul style="list-style-type: none"> Ensure both physical and emotional wellbeing of SLS members is prioritised.
<ul style="list-style-type: none"> Ensure post incident procedures are followed including operational and peer support debriefs and completion of documentation and reporting (Including timelines, attendees and photographic evidence where appropriate).
<ul style="list-style-type: none"> Compile extensive reports for critical incidents that are inclusive of Regional DO, Local DO & Peer Supporter reports.
<ul style="list-style-type: none"> Liaise with SLSNZ Staff, informing them of incidents where appropriate.
<ul style="list-style-type: none"> Work alongside SLSNZ Media Liaison and external media where appropriate, ensuring the SLSNZ activities are documented accurately in the media.
<ul style="list-style-type: none"> Liaise with external SAR agencies as required.
<ul style="list-style-type: none"> Be a part of the on call duty officer roster and monitor for upcoming shifts, ensuring availability during these times.
<ul style="list-style-type: none"> While on duty, monitor phone and when possible the radio, and be available to answer/respond when required.
<ul style="list-style-type: none"> Be based in the Auckland Marine Rescue Centre for daytime shifts during the SLSNZ Patrolling Season.

SKILLS & QUALIFICATIONS

- Extensive beach management experience and detailed knowledge of CIMS
- Effective communicator who understands the needs of volunteers.
- Proven leadership experience
- Ability to think strategically, logically and problem solve
- Ability to demonstrate conflict resolution skills
- Ability to work effectively within and across a wide range of ages and vocations
- Capacity to work with a small, productive team environment
- Proficiency in and a thorough understanding of practical lifesaving skills
- Safety oriented approach to lifesaving
- Thorough understanding and experience of SLS operations and policy (NSOPS)
- Thorough understanding of SLS Scope and response capability
- Ability to build relationships and communicate with a diverse range of stakeholders

PREREQUISITES

- Experience in SurfCom or as a Duty Officer
- Successful Police Vetting
- SLS Member
- SLS Award (Refreshed)

PERSONAL ATTRIBUTES

<i>Organised and high attention to detail</i>	You'll impress with your methodical and systematic approach, time management and organisation skills.
<i>Strives for operational experience</i>	You are process driven and passionate about providing an excellent service alongside our lifeguards.
<i>Strong Customer focus ethic</i>	Along with your strong work ethic, you will put customers (Members and agency partners) first and be willing to go the extra mile.
<i>Ability to work under pressure</i>	You can manage and deliver whilst keeping composed in a fast-paced environment. You can multi-task.
<i>Can work in a team or alone</i>	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.
<i>Initiative and reliability</i>	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.
<i>Enthusiasm and Energy</i>	You are excited about our SLSNZ story and the incredible work our volunteer lifeguards undertake, and show a commitment to the mission and vision of Surf Life Saving New Zealand.
<i>Honesty and Integrity</i>	Personal honesty and integrity is important to you and you demonstrate this through your work and attitude.