

POSITION DESCRIPTION FORM

Department:	Training and Education
Position Title:	Operations Officer
Position Level:	3
Location:	7 Delawney St Balcatta, WA 6021
Position Summary:	<p>Surf Life Saving Western Australia (SLSWA) delivers a range of established training courses and programs to educate club members and the broader community through the accredited VET framework and a non-accredited award system.</p> <p>This role fulfils operational, logistical and administrative delivery responsibilities that support the achievement of necessary initiatives and outcomes of the Training and Education Department.</p> <p>This role operates within the range of programs and tasks that must be achieved to ensure successful delivery and compliance obligations that the department is established to support. Task priorities are established by the Department Coordinator.</p>
Work Hours:	<ol style="list-style-type: none"> General work hours are Monday to Friday from 8.30am to 5pm, inclusive of a 60 minute unpaid lunch break. Out of hours work commitments (inclusive on mid-week and weekends) may be required from time to time. Time in lieu opportunities can be authorised by the by the department coordinator when delivery of the role tasks is assessed as not falling within general work hours.
Reporting To:	Training and Education Coordinator
FTE:	1.0

Key Deliverables

The role operates and delivers administrative, logistical and scheduling coordination to the programs and functions of the training and education department.

1. Communicate with and provide support to SLSWA casual trainers.
2. Scheduling of trainers and instructors for delivery of courses to both commercial and community clients.
3. Monitor and submit for approval trainer and instructor timesheets within the required fortnightly pay cycle timeframes.
4. Assist in SLSWA RTO Compliance obligations including monitoring process procedures, including, trainer and assessor support/development and records, retrieval and version control.
5. Preparation and distribution of resources and equipment necessary to deliver training courses.
6. Ensure equipment involved in the delivery of all training is fit and ready for use.
7. Scheduling of and amendments to public access training courses through the SLSWA Learning Management Systems (LMS) and website.
8. Administration of online learning requirements and communication/instructions to course candidates via SLSWA Learning Management Systems (LMS).
9. Complete end to end administration processes associated with candidate participation in training courses.
10. Assist in responding to and processing customer enquiries and transactions including opportunities to grow course and retail product sales.
11. Process course documentation in the relevant SLSWA Student Management System (SMS) databases.
12. Attend to customer phone call enquiries.

Other duties

1. SLSWA Balcatta Office - Reception relief duties as required.
2. Other duties as assigned by the Training and Education Coordinator or General Manager Lifesaving and Training.

Selection Criteria	Essential/ Desirable
Experience	
1. Sales and customer service	Desirable
2. Organisation and delivery of course scheduling and resourcing.	Desirable
3. Knowledge of Surf Life Saving and VET training programs	Desirable
4. Leading/managing people and teams	Desirable
Skills	
1. Time management.	Essential
2. Analytical and problem-solving skills.	Essential
3. Interpersonal, written and verbal communication skills.	Essential
5. Proficiency in the use of MS Office suit and industry learning and student management systems.	Essential
Qualifications	
1. Surf Life Saving Surf Rescue Certificate, Bronze Medallion and/or First Aid award.	Desirable
2. SLSWA Training and Assessment endorsement.	Desirable
3. Current 'C' Class drivers license	Essential
4. Current Working With Children & National Volunteer Police Check (required prior to employment confirmation)	Essential

Prepared by:	David Gallagher
Position:	Training and Education Coordinator
Date:	December 2025