

POSITION DESCRIPTION FORM

Department:	Training and Education
Position Title:	Administration 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 also a non -accredited award system.</p> <p>This role is diverse in fulfilling administrative, logistical and program delivery responsibilities that support the achievement of necessary directions, 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 Supervisor and also the Department Coordinator.</p>
Work Hours:	<ol style="list-style-type: none"> 1. Expected that general work hours are Monday to Friday from 8.30am to 5pm, inclusive of a 60 minute unpaid lunch break. 2. 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:	Senior Program Officer
FTE:	1.0

Key Deliverables

The role provides administrative support to the programs and functions of the Training and Education Department.

1. Assist with RTO compliance administration and processes, including supporting ongoing compliance obligations, trainer and assessor records.
2. Complete end to end administrative processes associated with candidate participation in all SLSWA training courses.
3. Undertake logistical processing, preparation and distribution of training resources and equipment, including cleaning, packing and preparation of equipment (e.g. manikins, first aid kits).
4. Assist in the promotion and administration of training products, including receiving and processing customer enquiries and transactions.
5. Assist with the administration and issuing of online learning requirements to course candidates via SLSWA and SLSA Learning Management Systems (LMS).
6. Process training course documentation within relevant SLSWA Student Management System (SMS) databases.
7. Assist with course coordination and delivery support as required
8. Assist with scheduling and amendments to public training courses through the SLSWA Learning Management Systems (LMS) and website.
9. Support delivery of Community programs as required, under the direction of approved coordinators or trainers.
10. Provide backup administrative support to assist with training and program delivery as required.
11. Respond to customer phone enquiries as a backup to existing staff.
12. Create and process Customer Order (CO's) and Purchase Orders (PO's) in accordance with SLSWA procedures.

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
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	Desirable
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:	February 2026