SURF LIFE SAVING

Position Title: Community Education Lead
Location: National
Reports to Community Education Manager
Reportees: Nil
Position Status: Permanent, full-time (40 hrs pw)

Position Purpose	As Community Education Lead, you are responsible for the safe, high-quality and locally responsive delivery and administration of SLSNZ Community Education programmes within your allocated area, under the direction of the National Community Education Manager. You will build trusted relationships with schools, clubs, iwi, community organisations and delivery partners; lead and develop seasonal instructors; and ensure programmes respond to local drowning risk, community need and national priorities. Working as part of one nationally connected Community Education team, you will retain ownership of local relationships, delivery decisions, quality and people leadership. You will ensure programme safety, quality, accurate workforce and attendance information, and timely completion of essential financial and funding processes. Working within nationally agreed systems, templates and priorities, you will balance frontline delivery leadership with day-to-day administration. Discretionary programme growth, national development projects and promotional activity will be undertaken only where specifically prioritised and resourced.
Key Accountabilities	**Local Delivery & Operations** Lead, plan and coordinate the agreed annual Beach Education programme that meets the national standards and other approved Community Education programmes. You will: • Develop and manage the local delivery plan across Beach Education and other approved Community Education programmes that aligns with National Community Education team targets and outcomes. • Confirm delivery capacity, programme feasibility and the final roster provided for publication. • Make local decisions about instructor allocation, venue suitability, programme changes and safe delivery. • Ensure venues, vehicles, equipment and resources are fit for purpose and available when required. • Manage disruptions, cancellations, complaints and delivery concerns promptly and professionally. • Contribute to national planning and continuous improvement. • Implement the Community Education priorities and annual delivery expectations set by the National Community Education Manager **Community, School & Club Relationships** • Build and maintain trusted relationships with schools, clubs, iwi, community organisations and local partners. • Understand local drowning risk, community needs and barriers to participation and use these insights to shape delivery. • Lead relationship-based engagement, programme promotion and rebooking within the allocated area.

	• Work with clubs and venues to agree delivery arrangements, expectations, equipment use and local support. • Community Education delivery opportunities are maximised during the core summer season, particularly across school Terms 4 and 1. • Community Education opportunities are actively identified alongside school-based programmes throughout the summer months. **Bookings, customer service & programme administration** • Monitor allocated programme enquiries and booking requests and respond to schools, community groups and other customers in a timely manner. • Enter and maintain accurate booking details, customer contacts, schedules, attendance requirements and delivery records in the approved CRM. • Process changes, cancellations and rescheduling; verify participant requirements, forms and parent-helper ratios where relevant. **People Leadership & Delivery Capability** • Lead recruitment decisions and workforce planning for Community Education instructors and casual delivery staff. • Select, induct, train, coach and support instructors to deliver engaging, culturally responsive and high-quality programmes. • Set clear expectations, monitor performance and wellbeing, provide feedback and address performance concerns. • Maintain instructor availability and rosters; prepare and submit accurate fortnightly timesheets, payroll inputs and reimbursement information by deadlines, with payroll processing and approvals. • Engage and collaborate with other SLSNZ staff employing seasonal staff to best utilise available workforce. • Engage SLSNZ clubs and member networks to recruit instructors. • Build a positive, inclusive and connected team culture aligned with Kawa Tātaki. **Quality, Safety & Programme Standards** • Implement national programme standards, operating procedures and delivery resources consistently while protecting any key national partnerships. • Lead local health, safety, safeguarding, emergency preparedness and incident-management arrangements. • Ensure programmes are accessible, age appropriate, culturally responsive and relevant to participants. • Escalate significant safety, quality, staffing or reputational risks promptly. • Provide the Community Education Manager with timely advice on local delivery risks, opportunities and emerging community needs. • Support national programme development, resource reviews and continuous improvement as required. **Impact, Funding & Resource Stewardship** • Deliver agreed participation, reach, quality and community-impact outcomes within budget. • Ensure attendance, participant, funding and delivery information is complete and supplied within required timeframes. • Support collection of school and participant feedback and follow up locally where relationships or context are important. • Manage allocated local resources, equipment, travel and expenditure responsibly. • Support funding proposals, stakeholder reporting and evaluation through accurate local insight and evidence.

Leadership Capabilities	**Community Focus:** Understands local need and builds services around meaningful community outcomes. **People Leadership:** Develops capable, engaged teams that deliver safe and high-quality experiences. **Partnership & Influence:** Builds trusted relationships with schools, clubs, iwi and community partners. **Sound Judgement:** Makes balanced decisions across safety, quality, access, people and resources. **Delivery & Stewardship:** Plans well, follows through and uses resources responsibly. Living Kawa Tātaki: Leads with integrity, respect, collaboration, wellbeing and fun.
Success Looks Like	Success in this role will be demonstrated by: • Community Education programmes are delivered safely, consistently and to a high standard. • Community Education delivery increases during the core summer season compared with the previous year, subject to approved resourcing and community demand. • Priority communities and schools can access relevant, culturally responsive water-safety education. • Schools, clubs and community partners experience trusted relationships and responsive local support. • Instructor teams are capable, well supported, appropriately staffed and ready for delivery. • Bookings are converted into reliable delivery with minimal avoidable cancellations or service issues. • Programme data and feedback show strong participant experience and improved water-safety knowledge, confidence or behaviour. • Local delivery meets funding, budget, reporting and resource requirements. • CRM, attendance, survey, invoicing and funding records are complete and submitted by required deadlines
Experience & Qualifications	• Experience leading education, community, youth or public-facing programme delivery. • Proven people leadership, coaching, seasonal workforce management or teaching experience. • Strong relationship-building skills across schools, clubs, iwi, community organisations and diverse stakeholders. • Sound operational planning, prioritisation, problem-solving and project-management capability. • Understanding of health and safety, safeguarding and risk management in practical programme environments. • Strong written and verbal communication, digital literacy and confidence using CRM, rostering and Microsoft 365 systems. • Ability to use data, participant feedback and local insight to improve services and demonstrate impact. • Relevant qualification or equivalent experience in education, teaching, community development, programme delivery or people leadership. • Knowledge of drowning prevention, water safety or surf lifesaving is desirable. • Current full New Zealand driver licence and ability to travel and work some evenings and weekends.
Key Relationships	**Internal:** National Community Education Manager, GM Drowning Prevention, Community Education Coordinators, Community Education instructors and casual staff, locally based SLSNZ staff, clubs, Drowning Prevention team, People & Culture, Finance, and Marketing & Communications **External:** Schools and education providers, iwi and Māori organisations, Pacific and community organisations, programme participants and whānau, councils, funders, delivery venues, transport and accommodation providers, suppliers and water-safety partners, accommodation providers, suppliers, funders and delivery partners.