SURF LIFE SAVING

**Position Title: Training Delivery Lead**
**Location: Bay of Plenty**
**Reports to: Training Delivery Manager**
**Reportees: Nil**
**Position Status: Permanent, full-time (40 hrs pw)**
**Renumeration: $75k**

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| **Position Purpose** | As Training Delivery Lead, you will coordinate and deliver high-quality member training, courses and examinations across your allocated area as part of SLSNZ's nationally connected Training Delivery team.<br>You will turn national delivery plans, approved learning programmes and qualification requirements into accessible, safe, consistent and well-organised local delivery. Working closely with clubs and the volunteer education network, you will identify demand, maintain a visible delivery calendar, coordinate instructors and examiners, and reduce barriers that prevent members from accessing the development they need.<br>The role connects national consistency with local knowledge. |
| **Key Accountabilities** | **Area Delivery Planning & Club Access**<br>Plan delivery around evidenced club and member needs, national priorities and seasonal demand. You will:<br>• Develop and maintain an area training, course and examination plan aligned with the national delivery plan.<br>• Use qualification data, club capability information, workforce capacity and direct club engagement to identify demand, gaps and priority delivery needs.<br>• Maintain a clear and coordinated area delivery calendar that reduces duplication and gives clubs and members timely visibility of opportunities.<br>• Work with club member development and training officers to coordinate appropriate course and examination timing, locations and learner pathways.<br>• Identify access barriers and support practical solutions for smaller and remote clubs.<br>• Identify capacity constraints, competing priorities and delivery risks early and escalate them to the Training Delivery Manager.<br><br>**Training, Course & Programme Delivery**<br>• Coordinate and deliver assigned member training, courses, development programmes and examinations within the allocated area. This includes all nationally approved courses and training; Surf Lifeguard & Patrol Support Awards, IRB Awards, First Aid training, Instructor and Examiner Development, Patrol Captain Course, Intermediate Lifeguard School and other Lifeguard or IRB Development priorities.<br>• Ensure delivery is safe, inclusive, well prepared and consistent with national learning resources, operating requirements and service expectations.<br>• Coordinate venues, equipment, facilitators, instructors, participant requirements and other local delivery dependencies.<br>• Provide clubs and members with clear, accurate and timely information about opportunities, prerequisites, preparation and delivery arrangements.<br>• Support delivery across areas when national demand, workforce availability or organisational priorities require a shared team response.<br>• Support seasonal lifeguard training where included in agreed delivery plans.<br><br>**Examinations & Assessment Integrity**<br>• Coordinate Surf Lifeguard, IRB and other assigned examinations across the area, using appropriately qualified examiners. |

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| | • Ensure prerequisites, learner evidence, examination documentation and operational arrangements are complete before delivery.<br>• Coordinate examiner briefings in partnership with Chief Examiners and the Education team.<br><br>**Delivery Workforce & Volunteer Network**<br>• Build and maintain strong relationships with club training officers, instructors, facilitators, examiners, Chief Examiners and other delivery volunteers.<br>• Maintain visibility of workforce capability, currency, availability and succession needs across the area.<br>• Recruit, support and develop delivery personnel in line with national workforce priorities and requirements.<br>• Create a positive, connected, safe and inclusive delivery culture that values volunteers and supports their wellbeing.<br><br>**Quality, Learner Experience & Improvement**<br>• Monitor the consistency, quality and accessibility of local training and examination delivery.<br>• Gather and use feedback from learners, clubs, instructors, facilitators and examiners to improve the delivery experience.<br>• Observe delivery, identify variation or quality concerns, and implement improvements agreed with the Training Delivery Manager and Education team.<br><br>**Administration, Reporting & Stewardship**<br>• Maintain accurate schedules, workforce allocations, learner information and delivery records within agreed systems and processes.<br>• Ensure complete and timely information is supplied for registration, CRM processing, and qualification records.<br>• Operate within delegated budgets.<br>• Ensure delivery complies with SLSNZ policies and relevant health and safety, safeguarding, privacy, risk and financial requirements.<br>• Contribute actively to national Training Delivery team planning, meetings, shared delivery and improvement projects.<br><br>**Role Boundaries**<br>• The Training Delivery Manager owns national delivery strategy, priorities, planning, budgets, resource allocation and team performance.<br>• The National Education Manager and Education team own qualification design, learning content, technical education requirements, quality frameworks and moderation settings.<br>• The Training Delivery Lead owns local coordination and execution of approved delivery including scheduling, workforce allocation, club liaison and operational problem-solving. |
| **Leadership Capabilities** | **Delivery Leadership:** Converts plans and standards into safe, accessible and well-executed local delivery.<br>**Volunteer Leadership:** Builds capability, connection and commitment across a diverse volunteer delivery workforce.<br>**Partnership & Service:** Builds trusted relationships and makes it easier for clubs and members to access support and training.<br>**Sound Judgement**: Balances learner needs, operational risk, national requirements and local realities.<br>**Planning & Improvement:** Uses evidence, feedback and disciplined coordination to strengthen delivery performance.<br>**Living Kawa Tātaki:** Leads with integrity, respect, collaboration, wellbeing and fun. |
| **Success Looks Like** | Success in this role will be demonstrated by:<br>• Agreed training, course and examination delivery targets are achieved across the allocated area. |

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| | • Clubs and members have timely and equitable access to the training and examinations needed to build operational capability and readiness.<br>• Delivery plans and calendars respond to evidenced qualification gaps, club needs, seasonal demand and national priorities.<br>• Courses and examinations are delivered safely, consistently and in accordance with national learning, assessment and moderation requirements.<br>• Learner, club, instructor and examiner feedback demonstrates a positive, well-organised and supportive delivery experience.<br>• Results, records and supporting documentation are accurate, complete and submitted within agreed timeframes.<br>• Instructor, facilitator and examiner capacity is sufficient to meet forecast needs, with workforce gaps and succession risks actively addressed.<br>• Avoidable cancellations, delays, duplication and access barriers are reduced, including for smaller and geographically isolated clubs.<br>• Quality, safety or assessment concerns are identified early, escalated appropriately and resolved promptly.<br>• The allocated area contributes actively to a connected national team, including shared delivery, consistent practice and continuous improvement. |
| **Experience & Qualifications** | • Strong experience in surf lifesaving education, operational training, assessment, workforce coordination or a related delivery environment.<br>• Sound understanding of SLSNZ member learning pathways, qualifications, training and examination processes, or the ability to develop this knowledge quickly.<br>• Proven ability to plan and coordinate multiple courses, examinations, people, locations and seasonal deadlines.<br>• Credibility with volunteers and experience supporting, influencing and developing instructors, facilitators, assessors or examiners.<br>• Strong relationship management, facilitation, communication and customer-service skills.<br>• Sound judgement in learner safety, assessment integrity, risk management and escalation.<br>• Confident use of learning, CRM, scheduling and Microsoft 365 systems, with accurate administration and reporting skills.<br>• Relevant tertiary qualification, adult education or assessment credential, or equivalent practical experience is desirable.<br>• Relevant operational Surf Life Saving qualifications and current sector knowledge are highly desirable.<br>• Ability and willingness to travel regularly and work evenings and weekends during peak delivery periods;<br>• Current full New Zealand driver licence. |
| **Key Relationships** | **Internal:** Training Delivery Manager, other Training Delivery Leads, GM Member Development, National Education Manager, Education Development Officers, Member Education Administrator, Rescue and Response staff, Club Capability staff, locally based Service Line staff and other SLSNZ teams<br><br>**External:** Club Boards and officers, club training officers, members and learners, instructors, facilitators, examiners, Chief Examiners, volunteer committees, venues and relevant sector training partners |