

MANAGER – MEMBER SERVICES POSITION DESCRIPTION



SURF LIFE SAVING
NORTHERN REGION

Reports To:	General Manager - SLSNR
Location:	Auckland
Position Status:	Permanent – Full Time
Direct Reports:	Three: <ul style="list-style-type: none"> - Club Capability & Development Officer - Participation & Event Development Officer - Member Services Development Officer
Key Relationships:	<ul style="list-style-type: none"> - SLSNR Operational Committees and Advisory Groups - SLSNR Senior Management Team & Staff - Key operational SLSNZ Staff - Surf Life Saving Clubs - Sector Sport Organizations and Partners
Date Prepared:	26 th January 2024

ABOUT SURF LIFE SAVING NORTHERN REGION (SLSNR):

SLSNR IS THE PRIMARY ORGANIZATION FOR DELIVERING BEACH AND COASTAL DROWNING PREVENTION OBJECTIVES TO MILLIONS OF PEOPLE IN THE UPPER NORTH ISLAND OF NEW ZEALAND.

OUR VISION: ALL OF OUR COMMUNITY PARTICIPATING IN SAFE ENJOYMENT OF OUR COASTLINES

OUR MISSION: PREVENTING BEACH RELATED DEATH AND INJURY ON OUR COASTLINES

CRITICAL PRIORITIES 2024-26:

ELEVATE AND ENRICH THE VOLUNTEER EXPERIENCE: INSPIRING ENGAGEMENT, FLEXIBILITY, RETENTION, AND GROWTH

EMPOWERING IMPACT AND GROWTH: STRENGTHENING CLUB SUPPORT, TECHNOLOGY, AND SUSTAINABLE RESOURCING

EVOLVING AND EXPANDING EVERGREEN PROGRAMS: ENSURING RELEVANCE, ACCESSIBILITY, AND FLEXIBILITY

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OUR ORGANISATIONAL CULTURE STATEMENT

Clubs 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

This role is a senior management position responsible for:

- The development of SLSNR's member clubs and the organisations Sport and Recreation pathways.
- Strengthening SLSNR member clubs and supporting the Health, Safety and Wellbeing of all members.
- Developing and delivering strategies to ensure Surf Life Saving clubs are a sustainable, safe, enjoyable and well governed environment for those participating in surf lifesaving activities of any form.
- Leading the growth in participation and performance of Sport and Recreation within all quarters of our movement.

KEY RESPONSIBILITIES

MANAGEMENT	<ul style="list-style-type: none">• Support direct reports to develop and deliver the strategic aims and objectives set out in the SLSNR Strategic Plan 2024-26• Support direct reports in annual planning and budgeting processes• Co-ordinate and oversee an effective pipeline of innovation and change management• Liaise with key SLSNZ staff ensuring SLSNR Club Support and Sport and Recreation activities are run in accordance with national policies, where appropriate• Establish a continuous monitoring, review and improvement process• Set and manage operational budgets, being aware of income as well as expenditure
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<p>SUPPORT THE DEVELOPMENT OF 'THRIVING CLUBS'</p>	<ul style="list-style-type: none"> • Develop and implement programmes that support lifesaving clubs as well-organized, welcoming and vibrant community hubs. • Prioritize the development of high quality governance practices, with a focus on appropriately skilled leadership. • Develop flexible volunteering opportunities for members, providing lifestyle-matched engagement in the organization. • Ensure our leadership programs remain relevant and create opportunities for leaders and mentors. • Management of external stakeholder relationships in the club development and volunteering space.
<p>LEAD GROWTH AND PARTICIPATION IN SLSNR SPORT AND RECREATION</p>	<ul style="list-style-type: none"> • Strengthen and expand our sport and recreation delivery network through strong clubs delivering quality events. • Modify and modernize our processes to drive participation and retention, including the use of technology to reduce administrative burden. • Improve the quality of and access to pathways for athletes, coaches and officials to enable to high levels of engagement and retention in all aspects of Surf Sports and Junior Surf. • Introduce market response initiatives to provide a contemporary environment that encourages and attracts more people into Surf Life Saving. • Maximize participation opportunities within SLSNR Sport and Recreation • Manage National, Regional and Local Sport Organization service delivery and funding relationships • Liaise with SLSNZ and key National, Regional and Local Sport Organizations to ensure a multiagency, 'joined up' approach as well as ensuring SLSNR complies with any National Policy, legislative and best practice requirements. • Identification of emerging trends and opportunities within the landscape, design and delivery of strategies to cater to the outlined demand.

PERSONAL ATTRIBUTES

The appointee should have and be able to demonstrate:



- A broad understanding of volunteer management, or previous exposure to operations of a large national member organisations or equivalent.
- A thorough understanding of Sport and Recreation from youth participation through to high-performance pathways.
- The ability to lead, coach, develop, motivate, support and positively influence a team of managers and extensive volunteer networks.
- Excellent relationship management skills with the ability to develop and maintain a wide variety of stakeholder relationships, both internal and external
- Project management experience – a start to finish approach with proven ability to successfully manage a number of concurrent activities producing high quality outputs and meet deadlines.
- A track record of successfully implementing change.
- Well-developed communication skills – especially written communications.
- Strength in problem solving, critical and analytical thinking as well as being able to roll up their sleeves and deliver.
- The ability to see the big picture while paying attention to detail.
- A positive and professional approach reflecting our values.
- An understanding of learning and development pathways.
- High IT literacy.
- A proactive trouble-shooter.

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