

# Position description

Administration Officer - Aquatic Industry Services (LSV XXXX)



## Position summary

<b>Position title (ID)</b>	Administration Officer - Aquatic Industry Services (LSV XXXX)		
<b>Career level</b>	Administrator/officer	<b>Position category</b>	Part-time
<b>Business unit</b>	Aquatic Capability	<b>Location</b>	Port Melbourne
<b>Reporting to</b>	Lead Coordinator – Aquatic Industry Services	<b>Direct reports</b>	Nil
<b>General description</b>	<p>The Administration Officer primarily delivers precise and timely support to the Aquatic Industry Services Team and oversees the administration of the online pool safety assessment database. This role includes scheduling Pool Safety Assessments and Mystery Guest Visits with aquatic industry clients, as well as processing memberships for the SwimSafe and Watch Around Water campaigns.</p> <p>The position is multifaceted, with a strong emphasis on excellent customer service and proactive engagement with stakeholders. Key responsibilities encompass managing Excel reports, overseeing project systems, and issuing invoices.</p>		
<b>Governing councils</b>	Aquatic Industry Council		

## Who we are

<b>Overview of LSV:</b>	Our purpose is to save lives and empower communities to safely enjoy water.
<b>Our values</b>	<p>At LSV our core values help us in our decision-making and guide the way we treat volunteers, our community and each other. They are the standard by which we and others will judge the actions of LSV.</p> <ul style="list-style-type: none"><li>• Positive and respectful relationships (cultural and intergenerational)</li><li>• Being open, welcoming, and inclusive</li><li>• Personal development through a commitment to lifesaving</li><li>• Develop healthy lifestyles</li><li>• Taking personal responsibility for betterment</li><li>• Being relevant in today's and tomorrow's society</li><li>• Efficient and appropriate use of available resources</li><li>• Building stronger and safer communities</li></ul>

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<b>Safeguarding children</b>	It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines.
<b>Risk and safety</b>	We always take a risk-based approach, ensuring we are informed in our decision making. The safety of our staff, volunteers, and the community is at the forefront of our decisions and activities.

## Key responsibilities

- Effective administration of the online pool safety assessment database.
- Administration of Service Level Agreements across aquatic industry clients.
- Scheduling Pool Safety Assessments and Mystery Guest Visits with aquatic industry clients.
- Processing accreditations for the SwimSafe and Watch Around Water campaigns.
- Processing licenses for the Swim and Survive program.
- Maintaining the shared inbox of the Aquatic Industry Services team.
- Delivering outstanding customer service.
- Handling Excel reports and project management systems.
- Issuing invoices.
- Performing other duties as required.

## Liaison and key relationships

<b>Internal</b>	<ul style="list-style-type: none"><li>• Business unit managers</li><li>• LSV staff</li><li>• LSV volunteers</li><li>• LSV community organisations</li></ul>	<b>External</b>	<ul style="list-style-type: none"><li>• Aquatic Facilities</li><li>• Key Services Provider</li><li>• National Bodies</li><li>• Others as required</li></ul>
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## Experience and qualifications

<b>Essential experience and qualifications</b>	<p>To be successful in this role you must have previous experience in an administrative role, particularly working with databases and Excel.</p> <ul style="list-style-type: none"><li>• Proactive and self-starting professional attributes, coupled with strong interpersonal and problem-solving skills.</li><li>• Ability to show initiative in a team environment.</li><li>• Excellent written and verbal communication skills.</li><li>• High level of attention to detail and the ability to prioritise tasks.</li><li>• Proficient in Microsoft 365 including Word, Excel, SharePoint and Teams.</li><li>• Must possess or be able to obtain a Working with Children Check.</li></ul>
<b>Desirable experience and qualifications</b>	<p>Whilst not essential, the following will also help you be successful in this role:</p> <ul style="list-style-type: none"><li>• Experience in a stakeholder-facing administration role within a regulatory, compliance or accreditation context.</li><li>• Experience working with volunteers, not for profit or similar workforce.</li><li>• Knowledge of water safety, lifesaving, Life Saving Victoria, Surf Life Saving Australia, and Royal Life Saving Society Australia.</li></ul>

## Administrator/officer capabilities

The LSV capability framework describes the capabilities, expressed as behaviours and skills, which set out clear expectations about performance at LSV. Core capabilities describe the behaviours and skills fundamental to delivering LSV's mission and vision and supporting capabilities describe behaviours and skills that enable this success. Below are the capabilities required for this position.

### Core capabilities

<b>Knowing our sectors</b>	Demonstrates an understanding of the internal and external context in which LSV operates
<b>Driving results</b>	Ensures delivery against objectives to a high standard and in line with LSV's operating models
<b>Focusing on stakeholders</b>	Seeks to understand the needs of internal and external stakeholders and balance these with LSV's purpose
<b>Managing risk and compliance</b>	Considers and manages risks while operating within LSV's risk management framework and compliance requirements

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## Leading people

Supports the achievement and growth of people through enabling an open performance and development culture and champions LSV's values

## Supporting capabilities

<b>Innovation</b>	Applies an open mind to continually reshape how we do things to effectively achieve LSV's purpose
<b>Agility</b>	Demonstrates flexibility and agility in learning, completing tasks and problem solving
<b>Collaboration</b>	Shares information and uses cooperative working styles, both internally and externally, to effectively achieve LSV's purpose
<b>Communication</b>	Flexibly communicates to obtain and share key information effectively
<b>Being your best</b>	Commits to personal betterment and wellbeing, individually and for others