

# Position description

Officer – Stakeholder Engagement



## Position summary

<b>Position title (ID)</b>	Officer – Stakeholder Engagement		
<b>Career level</b>	Administrator/officer	<b>Position category</b>	Full-time/Ongoing
<b>Business unit</b>	Emergency Management Capability and Response (EMCaR)	<b>Location</b>	Port Melbourne
<b>Reporting to</b>	Senior Manager – Strategy and Stakeholder	<b>Direct reports</b>	NA
<b>General description</b>	<p>The Officer – Stakeholder Engagement supports effective governance, stakeholder engagement, and communication across the Emergency Management Capability and Response (EMCaR) team. The role acts as a key liaison between lifesaving clubs, councils, and internal stakeholders to ensure clear information flow, support governance requirements, and enable delivery of operational priorities.</p> <p>The role provides administrative support to the Lifesaving Operations Council Executive (LSOCE) and Senior Management Team, including preparing agendas and minutes, coordinating planning activities, tracking actions, and supporting timely decision-making, while also contributing to external engagement with councils and participation in selected Municipal Emergency Management Planning Committees (MEMPC).</p> <p>Additionally, the position provides governance and liaison support to lifesaving clubs, assisting with compliance, documentation, and communication to promote consistent governance practices. This includes providing administration support for State Services contracts and agreements in collaboration with operational managers and councils to ensure service delivery arrangements are maintained and aligned with organisational requirements.</p>		

## Who we are

<b>Overview of LSV:</b>	<p><b>Save lives and empower communities to safely enjoy water</b></p> <p>This purpose statement reflects our commitment to making a difference in people's lives while fostering the safe and enjoyable use of water resources. It is linked to and consistent with the proud traditions and programs of our founding organisations, the Royal Life Saving Society – Australia and Surf Life Saving Australia.</p> <p>We want every person associated with our organisation to connect with this purpose statement and inspire our volunteers, members, colleagues, and staff to continue our vital work, fuelling our passion and dedication towards our collective goals. Together, we will make a meaningful difference in the lives of individuals and communities.</p>
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<b>Our values</b>	<p>At LSV, our core values help us make decisions and guide how we treat volunteers, our community, and each other. They are the standard by which we and others will judge LSV's actions.</p> <ul style="list-style-type: none"><li>• <b>People</b> – we put PEOPLE at the centre of everything we do</li><li>• <b>Courage</b> – we have the COURAGE to act</li><li>• <b>Community</b> – we are a united COMMUNITY</li><li>• <b>Respect</b> – We are TRUSTED in our water safety programs and practices</li><li>• <b>Trust</b> – We RESPECT our organisation, environments and communities.</li></ul>
<b>Safeguarding children</b>	<p>It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines.</p>
<b>Risk and safety</b>	<p>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.</p>

## Key responsibilities

### Stakeholder Engagement & Communication

- Act as a liaison between Lifesaving Clubs, councils and internal stakeholders to support strong working relationships and effective communication.
- Coordinate and disseminate information to keep stakeholders informed of operational priorities, governance requirements and key decisions.
- Support council engagement activities, including maintaining contact lists, monitoring progress of actions, and coordinating responses.
- Assist with internal communication across the Emergency Management Capability and Response (EMCaR) team to ensure alignment and consistency.

### Governance & Club Liaison

- Provide governance and liaison support to Lifesaving Clubs, including assistance with documentation, compliance requirements and information sharing.
- Support the implementation and maintenance of consistent governance practices and processes.
- Assist in the delivery and track governance-related actions, ensuring timely follow-up with Clubs and internal stakeholders.
- Maintain accurate records of club engagement, governance documentation and key correspondence.

### Council & MEMPC Engagement

- Support engagement with councils, including attending meetings, preparing briefings and other relevant information.

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- Assist with participation in selected Municipal Emergency Management Planning Committees (MEMPC), including preparation of materials and follow up of outcomes.
- Maintain documentation relating to council engagement and MEMPC activities.
- Support the delivery of agreed actions arising from council and MEMPC engagement.

### LSOCE & Senior Management Support

- Provide administrative support to the Lifesaving Operations Council Executive (LSOCE) and EMCaR Senior Management Team.
- Prepare meeting agendas, minutes and supporting documentation, ensuring timely distribution.
- Monitor and follow up on actions arising from meetings to support accountability and progress.
- Assist in the coordination of team planning days.

### State Services Contracts & Agreements

- Support the administration of State Service contracts and service delivery agreements.
- Assist with the preparation, review and maintenance of agreements with councils and other stakeholders.
- Maintain contract registers and ensure documentation is current and appropriately stored.
- Liaise with operational managers and stakeholders to support timely execution and management of agreements.

### Administrative & Coordination Support

- Provide administrative and coordination support to the EMCaR team as required.
- Maintain accurate records, templates and documentation to support efficient and consistent operations.
- Contribute to continuous improvement of processes related to stakeholder engagement, governance and communication.

## Liaison and key relationships

Internal	External
<ul style="list-style-type: none"><li>• EMCaR Employees</li><li>• LSV Employees</li><li>• LSV Employees</li><li>• LSV Board of Directors</li></ul>	<ul style="list-style-type: none"><li>• Club Members</li><li>• Land Managers</li><li>• Councils</li><li>• Other Police and Emergency Service Sector Agencies</li></ul>

## Experience and qualifications

### Essential experience and qualifications

To be successful in this role, you must have:

- Exceptional communication and customer service skills, with the ability to engage effectively with diverse stakeholders.

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	<ul style="list-style-type: none"><li>• Proficiency in Windows operating systems and general office software.</li><li>• The ability to work both independently and collaboratively within a team environment, adapting to changing priorities as needed.</li><li>• Proven experience providing administrative support in a not-for-profit setting, preferably within emergency services.</li><li>• Current VIC Employee Working with Children Check (or willingness to obtain)</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>• Relevant qualifications in Administration, Communications and/or Community Services or a related field</li><li>• Experience within or professional knowledge of emergency management</li><li>• Experience within or professional knowledge of local government frameworks</li><li>• Valid Drivers License</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 understanding of the drivers of LSV's short- term objectives as well as some understanding of broader long-term objectives. Commits to upholding individual responsibilities to support these objectives.
<b>Driving results</b>	Delivers outputs as instructed, providing and requesting input when required to support colleagues and stakeholders in a way that is timely, reliable and effective.
<b>Focusing on stakeholders</b>	Demonstrates basic understanding of stakeholder needs and roles and maintains an awareness of these during day-to-day activities, actioning where relevant.
<b>Managing risk and compliance</b>	Understands the compliance requirements and risks relevant to the role. Considers the consequences of individual actions and possible impact on LSV's mission, vision and operating models and seeks advice when unsure.
<b>Leading people</b>	Seeks opportunities to develop new skills and applies these to perform own role successfully. Understands and demonstrates LSV's values.

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## Supporting capabilities

<b>Innovation</b>	Shows willingness to test new ideas and approaches in own work. Supports innovation initiatives as instructed.
<b>Agility</b>	Flexibly adapts to accommodate changing requests from their leader, identifies if a change in priority is required and reacts accordingly. Is open to new methods, ideas or approaches.
<b>Collaboration</b>	Works as a cooperative team-member to produce optimal results. Provides input when required to support accurate and effective working.
<b>Communication</b>	Explains facts, practices, policies, etc., to others within the scope of their role. Produces work in a manner that is clear, easy to understand and culturally appropriate. Uses vocabulary that is appropriate to the audience. Demonstrates active listening. Ability to professionally present information to stakeholders.
<b>Being your best</b>	Remains calm and positive in challenging situations. Perseveres when problems arise. Acknowledges and respects diverse cultures, backgrounds, experiences, perspectives, values and beliefs. Understands the link between health, wellbeing and personal effectiveness. Shares and participates in healthy habits; social, exercise, betterment.