

Position description

Sales and Scheduling Officer



Position summary

Position title (ID)	Sales and Scheduling Officer		
Career level	Administrator/officer	Position category	Full-time/Ongoing
Business unit	Aquatic Capability	Location	Port Melbourne
Reporting to	Sales and Scheduling Coordinator	Direct reports	Nil
General description	<p>As the Sales and Scheduling Officer for the Public Training and Pool Safety team, you play a vital role in administering both accredited and non-accredited water safety and first aid training courses.</p> <p>Key expectations encompass efficient data processing, effective prioritisation of tasks to meet deadlines, and active engagement with stakeholders to foster strong relationships. Committed to exceeding customer expectations, you ensure exceptional service delivery while adhering to RTO standards and industry regulations. Additionally, you contribute to strategic growth initiatives aimed at expanding training offerings and enhancing overall service quality, making a significant impact on the team's success.</p>		
Governing councils	Aquatic Industry and Community Education Council		

Who we are

Overview of LSV:	<p>Save lives and empower communities to safely enjoy water</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>
Our values	<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">People – we put people at the centre of everything we doCourage – we have the courage to actCommunity – we are a united community

Position description

Sales and Scheduling Officer



	<p>Trust - We are trusted in our water safety programs and practices</p> <ul style="list-style-type: none">• Respect - We respect our organisation, environments and communities
Safeguarding children	<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>
Risk and safety	<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

- Support the successful delivery of LSV's public training courses through efficient administration of allocated course types: including administration of the LSV public course schedule; contributing to quality assurance checks; supporting inbound and outbound sales; assisting with the broader training course management structures; and coordinating the logistics of equipment and resources.
- Contribute to building and maintaining relationships with current and future clients to ensure business retention and actively identify and seek out new opportunities for LSV, considering organisation objectives and growth expectations
- Ensure adherence to VET, ASQA and Industry standards in partnership with the LSV Quality Assurance personnel.
- Promote positive relationships with third party training delivery stakeholders, through strong communication through all mediums including written and verbal.
- Actively participate in meetings, providing administration support as required and assist with the development and improvement of documentation, guidelines, policies / procedures and projects in the training area
- Contribute to the training management system reporting used across all LSV accredited and non-accredited training services.

Position description

Sales and Scheduling Officer



Liaison and key relationships

Internal	<ul style="list-style-type: none">• LSV Business management team (BMT)• LSV staff	External	<ul style="list-style-type: none">• Key Service Providers• LSV volunteers• LSV community organisations• EMV and other government departments• Corporate Partners, Sponsors & in-kind supporters• National Bodies• Other police and emergency service sector agencies
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Experience and qualifications

Essential experience and qualifications	<p>To be successful in this role you must have:</p> <ul style="list-style-type: none">• Experience in coordinating the allocation of people and resources• Demonstrated success providing high quality customer service over the phone• Experience working in an environment with competing priorities requiring problem solving, planning and decision-making skills and strong attention to detail• Intermediate computer literacy (Microsoft suite, cloud based software)• Must have or be able to obtain an employee Working with Children Check.
Desirable experience and qualifications	<p>Whilst not essential, the following will also help you be successful in this role:</p> <ul style="list-style-type: none">• Knowledge of LSV training resources and materials• Certificate IV in Training and Assessment• Experience in vocational education and training• Administration of an online Learning Management System (aXcelerate or similar) and / or experience with Enterprise Resources Pricing (ERP) system• Units of competencies associated with LSV courses• Knowledge of water safety, lifesaving, Life Saving Victoria, Surf Life Saving Australia and Royal Life Saving Society Australia.

Position description

Sales and Scheduling Officer



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

Knowing our sectors	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.
Driving results	Delivers outputs as instructed, providing and requesting input when required to support colleagues and stakeholders in a way that is timely, reliable and effective.
Focusing on stakeholders	Demonstrates basic understanding of stakeholder needs and roles and maintains an awareness of these during day-to-day activities, actioning where relevant.
Managing risk and compliance	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.
Leading people	Seeks opportunities to develop new skills and applies these to perform own role successfully. Understands and demonstrates LSV's values.

Supporting capabilities

Innovation	Shows willingness to test new ideas and approaches in own work. Supports innovation initiatives as instructed.
Agility	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.
Collaboration	Works as a cooperative team-member to produce optimal results. Provides input when required to support accurate and effective working.
Communication	Explains facts, practices, policies, etc., to others within the scope of their role.

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	<p>Produces work in a manner that is clear, easy to understand and culturally appropriate.</p> <p>Uses vocabulary that is appropriate to the audience.</p> <p>Demonstrates active listening.</p> <p>Ability to professionally present information to stakeholders.</p>
Being your best	<p>Remains calm and positive in challenging situations.</p> <p>Perseveres when problems arise.</p> <p>Acknowledges and respects diverse cultures, backgrounds, experiences, perspectives, values and beliefs.</p> <p>Understands the link between health, wellbeing and personal effectiveness.</p> <p>Shares and participates in healthy habits; social, exercise, betterment.</p>