

RWC Operator & PLS Supervisor North Shore Area POSITION DESCRIPTION



SURF LIFE SAVING
NORTHERN REGION

Reports To:	Lifesaving Support Officer
Location:	Long Bay, Mairangi Bay & Takapuna Beaches
Position Status:	Fixed Term/Casual
Key Relationships:	<ul style="list-style-type: none">- Patrol Captains- Vice Patrol Captains (VPC)- Senior Paid Lifeguards- Paid Lifeguards- SurfCom Operators- Duty Officer(s)- Lifesaving Support Officer(s) <ul style="list-style-type: none">- Lifesaving Manager- Club Liaison Officers- Volunteer club members- Public- External Emergency Response Agencies (Police, Ambulance, Coastguard etc.)
Date Prepared:	August 20, 2025

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.

WWW.LIFESAVING.ORG.NZ

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

To supervise and support lifeguarding operations across Auckland's North Shore beaches — including Long Bay, Mairangi Bay, and Takapuna — by enabling Patrol Captains to lead safe, professional, and community-focused patrols. This role provides direct oversight, mentorship, and operational guidance to Patrol Captains, ensuring alignment with Surf Life Saving Northern Region's standards and values. As a key conduit between frontline lifeguards and the Lifesaving Support Officer, the Supervisor fosters clear communication, escalates operational needs, and promotes continuous improvement across the region.

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KEY RESPONSIBILITIES

1. Patrol Oversight & Support

- Supervise daily lifeguarding operations across Long Bay, Mairangi Bay, and Takapuna.
- Provide on-beach leadership and operational support to Patrol Captains and lifeguards.
- Monitor adjacent unpatrolled areas and respond to emerging hazards.
- Educate the public on surf conditions, water safety, and responsible beach use.

2. Leadership, Communication & Team Development

- Conduct regular 1:1 check-ins with Patrol Captains for coaching and feedback.
- Foster transparent communication between patrol teams and the LSO.
- Support high standards of patrol delivery, team culture, and readiness.
- Coordinate lifeguard training across North Shore sites to enhance capability.

3. Equipment & Facilities Management

- Ensure all equipment, vehicles, IRBs, and facilities meet operational standards.
- Conduct inspections, log faults, and escalate resourcing needs.
- Ensure compliance with Maritime Rules and Regulations, including 5-knot laws.

4. Risk Management & Compliance

- Apply risk-management principles across all supervised beaches.
- Complete all required reports and administrative tasks via the Surf Patrol App.
- Ensure adherence to SLSNR and SLSNZ policies and procedures.
- Assist the LSO in monitoring beach performance and patrol preparedness.

5. Stakeholder Engagement & External Relations

- Represent SLSNR and the Paid Lifeguard Service positively in all interactions.
- Maintain collaborative relationships with SurfCom, clubs, and emergency agencies.
- Support joint exercises and interagency coordination as required.

6. Continuous Improvement

- Identify gaps in patrol operations and training needs.
- Share frontline insights with the LSO to refine practices.
- Encourage a culture of innovation and ownership among lifeguards.

PERSONAL ATTRIBUTES

The appointee should have and be able to demonstrate:

1. Behavioural Competencies

- Professionalism and maturity
- Initiative and proactive problem-solving
- Strong organisational skills with meticulous attention to detail
- Sound decision making under pressure and in unsupervised contexts
- Honesty, reliability, and personal integrity
- Leadership qualities, including the ability to mentor and empower others



- Excellent communication and interpersonal skills
- Capacity to build high-trust relationships with stakeholders (patrol teams, volunteer clubs, emergency agencies)
- Collaborative team player with a continuous improvement mindset
- Adaptability to changing beach and surf environments

2. Mandatory Certifications & Requirements

- Current membership of Surf Life Saving New Zealand at commencement
- SLSNZ Surf Lifeguard Award (or recognised RPL equivalency)
- Valid Surf First Aid certificate (Unit Standards 6400, 6401, 6402 or equivalent)
- Marine VHF Radio Award and/or SLSNZ Radio Communication Module
- Refreshed RWC Operator Award prior to employment
- Valid New Zealand driver's licence (Restricted, Full, or international equivalent)
- Completion of paid lifeguard online theory test
- Completion of Safeguarding Children, Health & Safety, and SLSNZ Fuel Handling online modules
- Ability to swim 400 m in under 7 minutes 30 seconds
- Ability to run 3 km in under 20 minutes

3. Desirable Qualifications & Experience

- Refreshed lifeguard training within the past two seasons
- Minimum two seasons' professional surf patrolling experience
- SLS Advanced First Aid certificate
- Pain Relief Module
- IRB Driver (Operator) Award
- RWC Operator certificate
- Board Rescue Module
- Intermediate Lifeguard Award
- Senior Lifeguard Award (Patrol Captain/Advanced Lifeguard)

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