

Community Education Coordinator Eastern Region POSITION DESCRIPTION



Reports To:	Youth Education Manager
Location:	Eastern Region Office, Mount Maunganui
Position Status:	Fixed term, 10-month contract. 30 hours per week (Some weekend and evening work is required).
Direct Reports:	Community Education Instructors
Key Relationships:	Community Education Coordinators Members & Clubs in the Eastern Region Eastern Region Lifesaving Manager, Lifesaving Support Officer, Seasonal Lifeguard Supervisors Other SLSNZ National Staff Local Community Stakeholders Schools and other Education organisations
Date Prepared:	August 2025

ABOUT SURF LIFE SAVING NEW ZEALAND

As Aotearoa's leading beach & coastal safety, drowning prevention and rescue authority, we are truly unique, delivering proactive lifeguarding & essential emergency rescue services, a range of public education beach safety programmes, member education, training & development as well as a highly respected sport. With New Zealand having one of the highest rates of drowning (per capita) in the OECD, we are committed to changing this with a vision that No one drowns at the beach in Aotearoa New Zealand.

We do all this as a for purpose organisation and while we are well supported by central and local government we are not fully funded so rely on the generosity of the public, commercial partners, foundations, and trusts for donations and financial contributions to lead and support our incredible front-line volunteer lifeguarding services. SLSNZ is the national association and represents 74 Surf Life Saving Clubs with 18,000 plus members, including more than 4500 volunteer Surf Lifeguards. Lifeguards patrol over 80 locations in summer and provide year-round emergency call-out rescue services throughout Aotearoa, saving hundreds of lives each year and ensuring thousands return home safe after a day at the beach.

[Surf Lifesaving NZ - Homepage](#)

OUR ORGANISATIONAL CULTURE STATEMENT

People 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

The purpose of this role to is ensure the successful delivery of Community Education Programmes through the induction, training and management of Community Education Instructors in the Eastern Region. The Community Education Coordinator will also ensure the quality of SLSNZ community education programmes are maintained and enhanced to achieve the highest standard of delivery possible.

KEY RESPONSIBILITIES

Management and delivery	<ul style="list-style-type: none">- To manage all Beach Education programme bookings from start to finish in the Bay of Plenty, Coromandel and Gisborne areas. Including ensuring all bookings can be suitably staffed.- Publish rostering to staff well in advance using established IT systems.- Ensure venues and programmes have sufficient resources and equipment.- Oversee vehicle booking and manage equipment including anything loaned by clubs or other organisations.- Effectively deal with complaints or concerns in a professional and timely manner.- Carryout monitoring and review of delivery by seasonal staff.- Manage collation of data and accurate records relating to funding.
Health and Safety	<ul style="list-style-type: none">- To manage, review, and implement all aspects of H&S in line with current policies and National standards.- Work with other Community Education Coordinators to develop and maintain National Standard Operating Procedures for Community Education.
Employment and Seasonal staff induction	<ul style="list-style-type: none">- Recruit, induct, train and develop instructors for Community Education programmes to ensure a high quality of programme delivery.- Offer support and development to instructors when required.- Ensure roster is accurate, including management of illness or other staff non- availability.- Use SLSNZ systems to create payroll and manage submission of any payroll or reimbursement processes within required timeframes.
Programme Booking and Scheduling	<ul style="list-style-type: none">- Be responsible for regional CRM general administration booking systems and processes.- Contact booked schools to confirm they are attending and their student numbers.- Work to actively rebook schools for the following season where possible.- Create and maintain rosters from bookings during the season.
General Duties	<ul style="list-style-type: none">- Work alongside wider SLSNZ Community Education team on projects as required.

SKILLS & QUALIFICATIONS

- A current full NZ driver's licence.
- Education, training development and/or teaching experience.
- Knowledge and/or experience of programme development, implementation and marketing.
- High level of IT Literacy, preferred experience with a CRM Data base system.
- Proficient using Microsoft suite especially excel.
- High level oral and written communication skills, including attention to detail.
- Project management experience and skills.
- An ability to develop and present content to a range of audiences.
- Strong time management skills.
- Demonstrated capacity to develop strong internal and external stakeholder relationships.
- Able to take the initiative, prioritise competing work demands and meet deadlines.
- Integrity to work unsupervised.
- Passion to perform and contribute to SLSNZ.
- Strong networking and relationship-building skills.
- The ability to relate to people at all levels.
- Respect from the clubs / or will earn respect quickly (credibility).
- Nonbiased approach towards any club or activity within SLSNZ.
- Broad base of Surf Lifesaving knowledge i.e. sport and lifesaving (ideally would hold their Surf Lifeguard Award).
- Leadership teaching skills (i.e. the ability to lead, develop, support and positively influence others).
- Ability to design and operate booking and staff roster systems in an online environment.
- Passion for delivering water safety outcomes to our communities and being part of the SLSNZ organisation.

PERSONAL ATTRIBUTES

Leadership:

- Empowers and inspires others.
- Consistently demonstrates professionalism.
- Positively represents team members and SLSNZ.
- Strong work ethic and personal drive.
- A capable people manager, able to work effectively within and across a diverse seasonal staff cohort.

Relationship Building:

- Able to map current networks.
- Seeks to grow and enhance networks.
- Builds rapport and trust.
- Known and spoken well of by others.
- Able to manage conflict.

Planning and Alignment:

- Takes personal ownership of tasks and activities.
- Develop clear plans to achieve goals.
- Monitors progress against plans and takes action when things get 'off track'.

Collaborative Decision Maker:

- Consult with others to ensure everyone is working together.
- Open to receiving feedback from different perspectives.
- Exceptional planning and organisational skills.