

RWC OPERATOR & PLS Supervisor Omaha Bay Area POSITION DESCRIPTION



SURF LIFE SAVING
NORTHERN REGION

Reports To:	Lifesaving Support Officer
Location:	Ōmaha Beach, Tāwharanui and Pākiri
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)- 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 the Omaha Bay area including Ōmaha, Tāwharanui, and Pākiri 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 Ōmaha, Tāwharanui, and Pākiri, ensuring safe, professional, and community-focused patrol delivery.
- Provide on-beach leadership and operational support to Patrol Captains and lifeguards, especially during high-risk or complex conditions.
- Monitor unpatrolled beaches within the Omaha Bay area, assessing risk and responding to emerging hazards.
- Educate and advise members of the public on water safety, surf conditions, and responsible beach use.

2. Leadership, Communication & Team Development

- Conduct regular 1:1 check-ins with Patrol Captains to provide coaching, gather feedback, and support leadership development.
- Foster open, transparent communication between patrol teams and the Lifesaving Support Officer (LSO), ensuring timely escalation of issues and shared accountability.
- Support Patrol Captains in maintaining high standards of patrol delivery, team culture, and operational readiness.
- Coordinate and facilitate lifeguard training and upskilling across Omaha Bay patrol sites, enhancing fitness, technical proficiency, and leadership capability.

3. Equipment & Facilities Management

- Ensure all lifesaving equipment, vehicles, IRBs, and facilities are maintained to a high standard in accordance with Standard Operating Procedures.
- Conduct regular inspections, log faults, and promptly notify the LSO or PLS Management of any resourcing needs or operational risks.
- Maintain familiarity with Maritime Rules and Regulations, including 5-knot laws, and ensure compliance during patrol operations.

4. Risk Management & Compliance

- Apply risk-management principles across all supervised beaches, identifying, assessing, and mitigating hazards in line with SLSNR protocols.
- Complete and submit all required paperwork, incident reports, statistics, and administrative tasks accurately and on time via the Surf Patrol App (SPA).

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- Ensure strict adherence to SLSNR and SLSNZ policies, procedures, and operational standards at all times.
- Assist the LSO in monitoring beach performance and patrol preparedness across sites.

5. Stakeholder Engagement & External Relations

- Represent the Paid Lifeguard Service, SLSNR, and SLSNZ positively in all interactions with the public, local clubs, and emergency response agencies.
- Maintain collaborative relationships with SurfCom operators, club leadership, SAR teams, and other stakeholders to ensure seamless communication and joint response capability.
- Support joint exercises and interagency coordination as required.

6. Continuous Improvement

- Contribute to ongoing improvement efforts by identifying gaps in patrol operations, training needs, or resource constraints.
- Capture frontline insights and share practical feedback with the LSO to refine patrol practices and enhance regional effectiveness.
- Encourage a culture of open discussion and innovation, where lifeguards feel empowered to suggest improvements and take ownership of their development.

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

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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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