

SurfCom Operations Supervisor POSITION DESCRIPTION



Reports To:	SurfCom Manager
Location:	Auckland Marine Rescue Centre
Position Status:	Full Time (Average 35 hours per week)
Direct Reports:	SurfCom Operators
Key Relationships:	SurfCom Manager, SurfCom Operators, SLSNZ Duty Officers, Surf Lifeguards and SLS Members, Coastguard NZ, SLS Staff, Emergency Services
Date Prepared:	January 2025

ABOUT SURF LIFE SAVING NZ

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 is to support SLSNZs vision that no-one drowns on the beach in Aotearoa New Zealand by leading SurfCom Operators and supporting surf lifeguards through daily operations and major incidents. SurfCom provides a communication and dispatch service for all surf lifesaving operations around Aotearoa New Zealand. This position plays a key part in supporting our membership with operational administration and assists in the leadership of SurfCom and the implementation of its' systems nationally.

KEY RESPONSIBILITIES

Operational Support	<ul style="list-style-type: none"> • Activate Surf Emergency Response System (SERS) when required and follow all relevant SLSNZ National Standard Operating Procedures (NSOPs) and SurfCom Standard Operating Procedures (SOPs). • Ensure the Coastal Radio Network and SurfCom Phone is monitored with reference to NSOPs and SurfCom SOPs. • Ensure the delivery of effective, clear and concise SurfCom radio communications to all services. • Support all relevant services in utilising SurfCom during daily operations through sign in/off and regular statistical updates. • Effectively communicate operational compliance issues and environment warnings to relevant parties such as Regional Lifesaving Managers, Lifeguard Supervisors and Duty Officers. • Comply with the SLSNZ Lifeguard Policy Manual at all times.
Operational Administration	<ul style="list-style-type: none"> • Collate statistical information and other reports required by SLSNZ, ensuring these are completed on time, to standard and are input into the CRM or relevant depository. • End of day / week operational reports are delivered as required. • Ensure key administrative tasks are completed in a timely way and to a high standard including but not limited to; CRM Checks, updating contact details and response capability, completing quarterly SAR testing.
Systems Support	<ul style="list-style-type: none"> • Provide guidance and support to members using SLSNZ Operational Application or Coastal Radio Network. • Manage registrations and access to SLSNZ Operational Application. • Report any feedback or issues via dedicated channels.
Team Management and Collaboration	<ul style="list-style-type: none"> • Support the delivery of SurfCom nationally by leading a motivated, professional and highly skilled team in the operations room. • Maintain the Operations Room in a clean functional and quiet state suitable for emergency operations, keeping the workspace tidy and documents organised. • Follow the directions and collaborate with senior reports – SurfCom Manager / National Duty Officer • Advise SurfCom Manager of concerns/problems.
Other Duties	<ul style="list-style-type: none"> • Other duties as required.

SKILLS & QUALIFICATIONS

The following experience is desirable but can be taught:

- Experience in communications / dispatch services
- CIMS 3
- Marine VHF Radio Award or SLSNZ Radio Communication Module
- Experience as a Surf Lifeguard or SurfCom Operator
- Excellent knowledge of Microsoft Office applications including Word and Excel
- Commitment to the mission and values of SLSNZ.
- Excellent oral and written communication skills.

PERSONAL ATTRIBUTES

<i>Organised and high attention to detail</i>	You'll impress with your methodical and systematic approach, time management and organisation skills.
<i>Strives for operational experience</i>	You are process driven and passionate about providing an excellent service alongside our lifeguards.
<i>Strong Customer focus ethic</i>	Along with your strong work ethic, you will put customers (Members and agency partners) first and be willing to go the extra mile.
<i>Ability to work under pressure</i>	You can manage and deliver whilst keeping composed in a fast-paced environment. You can multi-task.
<i>Can work in a team or alone</i>	You are a team player but can work autonomously too. You have the confidence to undertake assigned tasks without being micro-managed and the wisdom to ask questions and seek answers if in doubt.
<i>Initiative and reliability</i>	You are nimble and can think on your feet, you see things through and you'll deliver on time, every time. Your work ethic is on point. You are a self-starter.
<i>Enthusiasm and Energy</i>	You are excited about our SLSNZ story and the incredible work our volunteer lifeguards undertake, and show a commitment to the mission and vision of Surf Life Saving New Zealand.
<i>Honesty and Integrity</i>	Personal honesty and integrity is important to you and you demonstrate this through your work and attitude.