

Title:**Specialist – Workforce Development****Job Description:**

Supporting the ongoing development and professionalisation of the national aquatic industry is a key strategy in strengthening the drowning prevention sector and furthering the mission of Royal Life Saving.

There are 2,113 aquatic facilities across Australia who require professional lifeguards, swim teachers, management staff and various specialist roles. Australian lifeguards are world-renowned for their high levels of skill and knowledge in accident prevention and rescue response. For over 30 years Royal Life Saving has set the benchmark for high quality lifeguard training and accreditation nationally. In addition to the Pool Lifeguard offering, Royal Life Saving delivers a number of accredited and non-accredited training and professional development opportunities for the aquatic prevention and rescue workforce across Australia.

The position of ‘Specialist – Workforce Development’ is responsible for driving the development and implementation of the next wave of aquatic workforce development initiatives at Royal Life Saving, including leading the development of a National Workforce Framework in collaboration with industry partners, to safeguard and strengthen the national aquatic workforce, ensure quality of accreditation of all workforce personnel and safeguard the Australian community at aquatic environments across Australia by ensuring a nationally consistent standard of workforce development across the National Aquatic Industry.

The position will work as part of an innovative and motivated capability team with some flexibility to create and implement initiatives that further the mission of the organisation and support the AWSS 2030.

Royal Life Saving works with an extensive network of state and territory member organisations (STMOs), industry stakeholders, governments, academic institutions, and partners. The ability to create and inspire networks is important to the success of this role, as is the ability to forge a range of external partnerships and lead strategies and projects which focus on achieving our objectives.

As a specialist role in a national organisation, some travel is required periodically to deliver the outcomes intended for the role.

This is a permanent full-time or permanent part-time (0.8 FTE) position. By negotiation for the right candidate.

The role will be based in Sydney, with the ability to work flexibly / remotely by negotiation for the right candidate.

RLSSA prides itself on being an employer of choice which prioritises diversity, inclusion and flexibility in achieving greater impact for the organisation.

Royal Life Saving is supportive of continuous learning and encourages further study. Many of our staff have combined work with further study and development.

Scope of Duties:

1) **Lead the delivery of advocacy, programs, events, products and services which further develop and professionalise the aquatic workforce**

- Support the National Manager – Training & Workforce Development in the development of research and advocacy which advocate the national aquatic industry workforce developmental needs and strategies and support RLS capability
- Lead the development and delivery of products, programs, events and workshops, including conferences, webinars, skills and/or leadership development programs and mentoring programs which support an enhanced and upskilled national network of aquatic industry workers
- Lead the development and delivery of a national awards and recognition program, including virtual and/or face-to-face events which provide recognition and reward for excellence in the aquatic workforce and aquatic industry development areas
- Lead the development and delivery of campaigns, advocacy and programs which promote employment in the aquatic industry, including pathways
- Lead the development and delivery of a national accreditation program for pool lifeguards, pool duty managers and aquatic technical operators, in partnership with external and STMO stakeholders
- Play a supporting role in the review and update RLS reference/training manuals, courseware and learning and assessment resources to align with training package updates, ensure technical accuracy, meet business imperatives, and improve overall quality and learning outcomes
- Seek new opportunities and be responsive to changing needs of stakeholders

2) **Manage or support the delivery of a portfolio of projects relating to Royal Life Saving's workforce development strategies and operations**

- Conduct market, product & program research and analysis through a variety of scoping methods such as benchmarking, SWOT analysis, competitor analysis and pricing strategies.
- Make recommendations to the Manager and General Manager on the strategic direction of the workforce development portfolio
- Lead project scoping and project planning workshops with stakeholders
- Collaborate with subject matter experts and stakeholders to identify needs and objectives and establish consensus
- Facilitate review processes of key content and outputs, taking on team and stakeholder feedback, negotiating and refining as appropriate with high level attention to detail

- Oversee and manage third party suppliers, consultants and service providers in the delivery of project components as required to achieve project outcomes
- Coordinate resources and manage project progress, reporting, financials, and workflows to ensure projects meet agreed outcomes and deadlines
- Support relevant RLSSA portfolio managers, the General Manager and Chief Executive Officer in the identification, delivery, and evaluation of projects and associated workplans

3) Coordinate and lead the development, delivery and implementation of a National Aquatic Industry Workforce Framework and programs which support strengthened adoption of the framework

- Facilitate the preparation for national stakeholder engagement, including booking meeting venues, arranging travel and accommodation, catering and preparing agendas
- Prepare working papers, agendas, minutes and communiqués to keep stakeholders informed
- Develop a cohesive and comprehensive national workforce framework in collaboration with stakeholders and proactively work to understand stakeholder needs, strategies and capability
- Negotiate effectively with internal and external stakeholders to support a strong RLS capability and standing in the workforce development ecosystem
- Represent RLS at a variety of events, forums and committees and advance RLS strategies
- Develop, implement and coordinate the delivery of programs which support framework implementation and adoption at local, state and national levels
- Lead, communicate, work closely with and build trust with a variety of stakeholders from all levels in the aquatic industry, Royal Life Saving State and Territory Members organisations and government stakeholders

4) Support the review, development and delivery of vocational education and training (VET) resources and industry professional development resources and associated materials.

- Play a supporting role in the review, update and improvement of RLS' suite of vocational training and professional development products with a view to identifying and executing on areas for improvement in close collaboration with STMOs and industry stakeholders where relevant.
- Work closely with STMOs and industry stakeholders in identification, design, development and implementation of new vocational training products (i.e. additions to RTO scope).
- Work closely with STMOs and industry stakeholders in identification, design, development, and implementation of new professional development / in-service products for the aquatic industry
- Facilitate the creation of training and assessment strategies, high-level course designs and project management tools and documents.

5) Support the achievement of organisational, communication and quality management goals and KPIs in the capability portfolio.

- Develop & coordinate communication outputs and activities (such as newsletters and web content) relating to aquatic industry, vocational training and workforce development, education and sport portfolios.
- Coordinate updates to the RLSSA website and related social media activities and ensure information and communications are current, accurate and appropriate.
- Coordinate and resolve related day-to-day enquiries from general public, internal and external stakeholders, third party suppliers, consultants and service providers.
- Participate in internal meetings, including providing progress reports, and assist with the development and improvement of applicable internal documentation, reports, policies and procedures.

Responsibilities, Reporting, Skills, Qualifications, and Performance Evaluation:**Responsible To:**

- National Manager – Training and Workforce Development

Work closely with:

- General Manager – Capability & Industry
- National Manager – Industry Safety
- National Manager – Education
- National Manager – Lifesaving Development

Staff Directly Supervised:

- Nil

Limits of Authority:

- Limited to scope of duties as listed above.

Expected qualifications / experience

- A tertiary qualification in any of the following areas: business, management, project management, education, sport aquatics and recreation, instructional/learning design and assessment, vocational training and assessment
- Experience in a senior role in the aquatic industry (such as facility manager or above) or in an industry training organisation would be considered highly advantageous
- Demonstrated commitment to continual professional and personal development through a mixture of on-the-job and self-directed formal learning.

Certificates Required:

- Current COVID-19 vaccination.
- Working With Children Check.

Right to work:

- Must hold legal right to work in Australia, which may include: Australian citizenship, Australian residence and/or applicable work visa.

Skills and Knowledge Required

High level knowledge and skills as listed below are critical for success in the role:

- Knowledge of the aquatic and recreation industry and workforce policy and program settings in Australia. Should be able to understand and work within the ecosystem and relationships between the workforce, employers, industry and peak associations, and government
- Project management skills. Should be able to produce detailed project plans, keep projects on track and manage through to successful project delivery.
- Knowledge of the VET sector and government policy in training and workforce/skills development.
- Stakeholder management skills. Should be able to gain and retain confidence and trust of a variety of stakeholders.
- Technical subject matter knowledge and skills around first aid, pool lifeguarding, swim teaching and other key aquatic industry roles. Should be able to provide technical input and develop high level written and rich media assets describing key principles, elements and techniques relating to the roles.
- Written and verbal communication skills. Should be able to convey, explain, and discuss complex information and issues and communicate in a proactive, effective and succinct manner.
- Analytical and problem-solving skills. Should be able to break problems down and/or have ways of solving problems through collaborative processes.
- Data analysis and report preparation. Should be able to collate and analyse data and prepare high quality reports.
- IT literacy. Should be able to work efficiently and accurately in Microsoft Office Suite and Office365 and education/training Learning Management Systems.
- Coordinating and organising skills. Should be able to balance busy schedule, prioritise work, organise complex events with multiple needs and stakeholders and complete tasks by deadlines.
- Teamwork. Should be able to work collaboratively, contribute to team-based and bigger picture outcomes and maintain positive working relationships.
- Facilitation skills. Should be able to facilitate group discussions with clear outcomes and action items.
- Attention to detail. Should be able to spot errors and improvements and develop accurate written materials, including training and assessment materials and general courseware.
- Flexible, open-minded and resilient. Should be able to take feedback and other viewpoints on board, review and adapt as appropriate to ensure positive outcomes.
- Course design, writing and development skills also desirable.

Benefits:

- Work for an organisation with a demonstrable commitment to social impact and inclusion.
- Work for a cause with other like-minded people.
- Work with an inclusive and welcoming nationally dispersed team.
- Flexible working arrangements including working-from-home and/or adjusted work schedules are available.
- Tax and salary packaging benefits.
- An attractive and competitive salary and package.
- All work-related travel and associated expenses are covered.

Performance Evaluation:

- An employee performance appraisal and salary review will be conducted annually.
- Projects will be evaluated for performance of objectives through formal and informal means as needed.

Reporting:

- Provision of a written quarterly report on the progress of objectives set in the Work Plan.
- Provision of an annual report against agreed objectives.