

POSITION DESCRIPTION

POSITION: Team Leader Lifeguard Services	
DIRECTORATE: City Planning & Communities	GROUP: Events, Sport & Cultural Services
SECTION: Community Facilities	REPORTS TO: Section Leader Community Facilities
GRADE: F	EMPLOYMENT TYPE: Full-Time
HOURS/WEEK: 38	POSITION No.: 119
DATE: July 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate plans for and enables a thriving, connected regional city. We lead the City's land-use, development and regulatory functions; manage cultural, library, sporting and community facilities; and curate events and programs that strengthen community identity, inclusion and economic vitality. We partner with community, industry, Traditional Owners and all levels of government to deliver sustainable growth, great places and outstanding experiences.

THE GROUP

Our Events, Sport & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities.

POSITION OBJECTIVES

Lead the day-to-day operations of the City's Lifeguard Service to ensure the safe, professional and effective delivery of beach safety, emergency response, community education and coastal risk management services. The role provides operational leadership, develops a capable and high-performing workforce, fosters collaborative stakeholder relationships, and supports continuous improvement to deliver high-quality community safety outcomes.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe workplace practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high-performance organisation by:

- Participating in strategic learning and development initiatives.

- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Coordinate and supervise the day-to-day delivery of the City's Lifeguard Service, providing operational leadership across patrol operations, emergency response, workforce deployment, community education activities and customer service to ensure safe, professional and effective service delivery.
- Provide operational leadership during incidents, critical events and periods of elevated risk, coordinating lifeguard resources and supporting multi-agency emergency response arrangements in accordance with established procedures.
- Supervise, coach and support the Lifeguard Service workforce, including performance feedback, capability development, mentoring and day-to-day leadership, fostering a safe, engaged and high-performing team.
- Coordinate seasonal workforce planning, including recruitment, induction, rostering and training, to ensure the service is appropriately staffed and operationally ready.
- Implement, review and contribute to the continuous improvement of operational procedures, local operating practices, emergency response arrangements and service standards to support safe, efficient and consistent service delivery.
- Coordinate day-to-day beach safety operations by overseeing patrol planning, workforce deployment, risk assessment, operational readiness and emergency response capability, ensuring resources are effectively utilised in response to changing coastal conditions and community needs.
- Monitor and maintain operational compliance, including qualifications, licences, fitness standards, annual proficiencies, mandatory training and legislative requirements, escalating issues where appropriate.
- Coordinate the inspection, maintenance and operational readiness of rescue equipment, vehicles, personal watercraft, communications systems, first aid equipment and other operational assets to ensure they remain fit for purpose and compliant with operational requirements.
- Coordinate the delivery of beach and water safety education, prevention and community awareness activities, supporting the development of safer community behaviours and reducing coastal risk.
- Develop and maintain effective working relationships with Surf Life Saving Clubs, Surf Life Saving NSW, NSW Police, NSW Ambulance, emergency services, schools, event organisers, community groups and relevant City teams to support coordinated operational outcomes.
- Monitor service performance and prepare operational reports relating to incidents, patrol activity, service statistics, operational issues and resource utilisation, providing recommendations for service improvement.
- Provide operational advice and recommendations to the relevant people leader/s on lifeguard operations, coastal safety, operational risks, resource requirements and service improvements.
- Support continuous improvement within the Lifeguard Service by identifying opportunities to improve operational practices, workforce capability, customer service and safety outcomes, and assisting with the implementation of approved improvement initiatives.
- Undertake other tasks and duties as directed by the people leader that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Section Leader Community Facilities
- Group Leader Events, Sport and Cultural Services
- Senior Lifeguards and Lifeguard team members
- People, Culture and Safety and other relevant City teams, including Engagement and Communications, Open Spaces, Rangers, Plant Workshop, Major Events and Aquatic Facilities
- Executive and operational leaders across the City as required

External

- Surf Life Saving organisations and Australian Lifeguard Service representatives
- Emergency service agencies including NSW Police, NSW Ambulance and Marine Rescue NSW
- Schools, event organisers, community groups, businesses, contractors, visitors and beach users
- Registered Training Organisations (RTOs) and industry organisations

OTHER POSITION REQUIREMENTS

- Based on a 38-hour week, the ordinary hours of work will generally be between 06:00 and 18:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader in accordance with the service roster. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times;
 - Weekdays outside of 06:00 to 18:00 – 20%
 - Saturdays – 50%
 - Sundays – 100%
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- In accordance with the City's Vehicle and Plant Use Procedure you may be eligible for a vehicle under Council's Take Home provision whilst you are in this position.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position will be provided with the following vaccinations:
 - Hepatitis A & B
 - Tetanus.
- This position is located at City Lifeguard facilities and beaches with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly outdoor environment where a varying range of temperatures, weather conditions and walking surfaces may be experienced. The position requires a high level of aerobic and physical fitness to undertake regular physical activities such as swimming, board paddling, walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the workday – depending on the nature of the tasks undertaken. The use of relevant work method statements and appropriate WHS standards are an integral part of the role. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential Qualifications & Licences

- Certificate III in Public Safety (Aquatic Search and Rescue) (PUA30322), or successor/equivalent qualifications under the Public Safety Training Package.
- Current nationally recognised advanced first aid/emergency care qualification relevant to lifeguard operations, including CPR and oxygen therapy/resuscitation, or the ability to obtain and maintain as required by the City.
- Current Personal Watercraft (PWC) or Rescue Watercraft (RWC) licence/qualification, or the ability to obtain and maintain where required.
- Current Class C Driver Licence.
- Current Working with Children Check.

Essential Knowledge & Experience

- Demonstrated substantial experience in lifeguard operations, surf lifesaving, aquatic safety, emergency response or a comparable public safety environment, including experience in a supervisory or team leadership role.
- Demonstrated experience leading and developing operational teams.
- Demonstrated knowledge of coastal risk management principles, relevant legislation and contemporary lifeguard operational practices.
- Demonstrated ability to maintain the physical fitness, rescue skills and operational competencies required to safely perform the inherent requirements of the position – including successful completion of an annual fitness assessment in accordance with the requirements set out in NSW Office of Local Government Practice Note 15 - Water Safety.

Desirable Qualifications

- Qualifications in Leadership, Management, Public Safety, Emergency Management or a related discipline.
- Specialist qualifications relevant to contemporary beach lifeguard operations e.g. Remote Pilot Licence (RePL), UAV operations, advanced rescue watercraft or other specialist water rescue qualifications.
- Provide Pain Management.

Desirable Knowledge & Experience

- Experience in incident management and multi-agency emergency response.
- Experience delivering beach safety education or community awareness programs.
- Experience coordinating operational resources, assets or budgets within a frontline service.
- Experience contributing to service improvements or operational projects.
- Experience in off-road driving.

CAPABILITIES

- People leadership: Leads, coaches and supports team members by setting clear expectations, managing performance, developing capability and fostering a safe, respectful and high-performing team culture.
- Operational leadership: Coordinates the day-to-day delivery of the City's Lifeguard Service, applying sound operational judgement, effective resource coordination and risk-based decision-making to achieve safe, professional and customer-focused outcomes.
- Technical expertise: Demonstrates comprehensive knowledge of beach patrol operations, coastal risk management, surf rescue, emergency care, rescue equipment, PWC operations, relevant legislation and contemporary lifeguard practices.
- Continuous improvement: Identifies opportunities to improve operational practices, procedures and service delivery through incident reviews, operational data and stakeholder feedback.
- Stakeholder engagement: Develops and maintains productive working relationships with Surf Life Saving Clubs, Surf Life Saving NSW, emergency services, community organisations, government agencies and internal stakeholders.
- Communication: Communicates clearly and professionally, prepares accurate operational reports and documentation, and provides timely operational advice and recommendations.
- Planning and resource coordination: Coordinates workforce deployment, operational resources, equipment and service priorities to support safe and efficient service delivery.
- Customer and community focus: Demonstrates a strong commitment to community safety, customer service and inclusive outcomes while balancing operational priorities with community expectations.
- Digital capability: Effectively uses contemporary digital systems and technology to support workforce management, incident reporting, asset management, communication and records management.
- Resilience and critical incident management: Demonstrates resilience, professionalism and sound judgement when operating in high-pressure environments, including major incidents involving serious injury, drowning, fatalities and other traumatic events, while supporting staff wellbeing and maintaining effective operational leadership.

Position Demands Analysis Team Leader Lifeguard Services

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work lifting 4.5 - 9.1kg	3	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work lifting 9.1 - 22.7kg	1	Sitting for extended periods	1	Crawling	0
Heavy work lifting 22.7 - 45.5kg	1	Standing for extended periods	2	Balancing	1
Repetitive Lifting	1	Walking for extended periods	2	Hearing above background noise	3
Pulling Loads > 5kg	1	Walking on uneven ground	3	Depth perception	2
Pushing loads > 5kg	1	Frequent bending / stooping	1	Colour vision	1
Lifting with trunk twisting	1	Shovelling / digging	1	Fine manipulation	1
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	1	Dust Mask / Respirator	0	Reflective vest	1
Hard hat	0	Protective eyewear	3	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	1
Liquids	1			Possible exposure to sharps	1
Herbicide spraying	0			Possible exposure to Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	1
PHYSICAL/PSYCHOLOGICAL					
Inside work	2	Working near machinery	2	Slippery surfaces	1
Outside work	3	Operating machinery	2	Low light areas	0
Confined spaces	0	Vibration	1	Shift work	0
Working alone	1	Working at heights	0	Use of computer for screen-based activities	2
Working with hot substances	0	High Temperatures > 38 degrees	1	Prolonged driving periods > 2hrs	1
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	0	Fatigue	1	Threat / attack from animals / wildlife	1