POSITION DESCRIPTION

POSITION: Senior Ocean Lifeguard	
DIRECTORATE: City Planning & Communities	**GROUP:** Events, Sport & Cultural Services
SECTION: Community Facilities	**REPORTS TO:** Team Leader Lifeguard Services
GRADE: E	**EMPLOYMENT TYPE:** Full-Time
HOURS/WEEK: 38	**POSITION No.:** 344, 527, 1238
DATE: October 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

Support the Team Leader Lifeguard Services by providing frontline operational leadership across the City's Lifeguard Service. The Senior Lifeguard coordinates day-to-day patrol operations, mentors Lifeguard team members, leads emergency responses, supports workforce capability and contributes to the safe, professional and effective delivery of beach safety, community education and coastal risk management services.

Senior Lifeguards may be allocated operational portfolios including workforce coordination, equipment readiness, training, community education, reporting and service improvement initiatives. Operational portfolios may be allocated or rotated between Senior Lifeguards to support workforce capability, succession planning, knowledge sharing and service resilience.

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

- Provide day-to-day frontline leadership, guidance and support to Lifeguard team members, promoting safe work practices, professional conduct, teamwork and high-quality customer service across all patrolled beaches and waterways.
- Coordinate the day-to-day delivery of lifeguard operations as delegated by the Team Leader Lifeguard Services, including patrol deployment, workforce allocation, operational readiness and service coverage in response to changing coastal conditions.
- Undertake frontline lifeguard duties at any beach or waterway location as rostered or directed, including surveillance, preventative actions, rescues, emergency care, incident response, customer service and daily operational administration.
- Provide operational leadership during incidents, emergencies and periods of elevated risk, coordinating available resources, supporting multi-agency emergency responses and making sound operational decisions within delegated authority.
- Coach, mentor and support Lifeguard team members by assisting with induction, competency development and day-to-day operational guidance.
- Support the Team Leader Lifeguard Services with workforce coordination activities including daily roster adjustments, leave coverage, seasonal readiness and maintaining operational continuity.
- Coordinate the inspection, maintenance and operational readiness of rescue equipment, vehicles, personal watercraft, communications systems, first aid equipment, signage and other operational assets to ensure they remain safe, compliant and fit for purpose.
- Conduct beach inspections, hazard assessments and operational risk assessments, implementing appropriate control measures and supporting safe, consistent beach operations.
- Coordinate or deliver beach safety education, community awareness initiatives and stakeholder engagement activities to promote safe behaviours and strengthen relationships with Surf Life Saving Clubs, emergency services, schools, event organisers and the community.
- Prepare and maintain accurate operational records, incident reports, patrol statistics, training records and other documentation, ensuring timely reporting through the City's systems.
- Contribute to the continuous improvement of the Lifeguard Service by identifying opportunities to improve operational practices, workforce capability, equipment readiness, customer service and safety outcomes, and supporting the implementation of approved initiatives.
- Participate in allocated operational portfolios and provide authorised relief for the Team Leader Lifeguard Services during planned absences or as directed, ensuring continuity of day-to-day operational leadership and service delivery.
- Undertake other tasks and duties as directed by the Team Leader Lifeguard Services or relevant people leader that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Team Leader Lifeguard Services
- Section Leader Community Facilities
- Other Senior Lifeguards and Lifeguard team members
- People, Culture and Safety, Engagement and Communications, Open Spaces, Rangers, Plant Workshop, Major Events and Aquatic Facilities.

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.

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 Friday. Actual start and finish times within this span will be arranged with your People Leader. 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 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 Provisional ("P" Plates) or Class C Driver Licence.
- Current Working with Children Check.
- 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 annual fitness and proficiency requirements as determined by the City and in accordance with the requirements set out in NSW Office of Local Government Practice Note 15 - Water Safety.

Essential Knowledge & Experience

- Demonstrated substantial experience in lifeguard operations, surf lifesaving, aquatic safety, emergency response or a comparable public safety environment.
- Demonstrated experience providing frontline supervision, mentoring, training support or operational guidance to lifeguards, volunteers, seasonal staff or other frontline operational teams.
- Demonstrated knowledge of beach patrol operations, coastal risk, surf rescue, emergency care, incident response, beach safety controls and contemporary lifeguard operational practices.
- Demonstrated ability to coordinate or support lifeguard operations across multiple service points, including patrol coverage, rostering support, equipment readiness, communications and emergency response.
- Demonstrated ability to work effectively in a team environment and contribute to a safe, respectful, inclusive and high-performing workplace culture.
- Demonstrated customer service, conflict resolution and community engagement skills, including the ability to communicate professionally with members of the public, stakeholders and emergency service agencies.
- Demonstrated oral and written communication skills, including the ability to maintain accurate operational records, incident reports, service statistics and other required documentation.
- Demonstrated ability to use relevant digital systems and technology to support communication, workforce coordination, incident reporting, records management and operational administration.

Desirable Qualifications

- Qualifications in Leadership, Management, Public Safety, Emergency Management, Community Education or a related discipline.
- Specialist qualifications relevant to contemporary beach lifeguard operations, such as Remote Pilot Licence (RePL), UAV operations, advanced rescue watercraft, advanced search and rescue, 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, school programs, community awareness activities or public safety campaigns.
- Experience coordinating operational resources, equipment, assets, rosters, training activities or service improvement projects within a frontline operational environment.
- Experience contributing to workforce planning, induction, mentoring, capability development or seasonal readiness programs.
- Experience working with Surf Life Saving Clubs, Surf Life Saving NSW, emergency services, schools, event organisers, community groups or similar stakeholders.
- Experience in off-road driving.

CAPABILITIES

- Frontline leadership: Demonstrates frontline leadership by providing day-to-day direction, guidance and support to Lifeguard team members, modelling professional behaviours, promoting safe work practices and fostering a positive, high-performing team culture.
- Operational coordination: Coordinates the day-to-day delivery of lifeguard operations by effectively deploying resources, monitoring operational readiness and responding to changing coastal conditions to ensure safe and efficient service delivery.
- Technical expertise: Demonstrates comprehensive knowledge of beach patrol operations, coastal risk management, surf rescue, emergency care, rescue equipment, personal watercraft operations, relevant legislation and contemporary lifeguard practices.
- Emergency response and decision making: Applies sound judgement, situational awareness and effective decision making in dynamic and high-pressure environments, coordinating operational responses to rescues, emergencies and critical incidents within delegated authority.
- Mentoring and capability development: Supports the development of Lifeguard team members through coaching, mentoring, skills development, induction support and the sharing of technical knowledge and operational experience.
- Planning and organisation: Effectively plans and coordinates day-to-day operational activities, resources and priorities to maintain service continuity, operational readiness and efficient patrol coverage.
- Customer and community focus: Demonstrates a strong commitment to community safety, customer service and inclusive outcomes through professional public engagement, education and preventative beach safety initiatives.
- Stakeholder engagement: Develops and maintains productive working relationships with Surf Life Saving Clubs, Surf Life Saving NSW, emergency services, community organisations, schools, event organisers and internal stakeholders to support coordinated service delivery.
- Communication: Communicates clearly and professionally, maintains accurate operational records and documentation, and provides timely information, advice and escalation of operational matters.
- Continuous improvement: Identifies opportunities to improve operational practices, workforce capability, equipment readiness, safety systems and service delivery, contributing to the ongoing improvement of the City's Lifeguard Service.
- Digital capability: Effectively uses contemporary digital systems and technology to support communication, incident reporting, workforce coordination, asset management and records management.
- Resilience and critical incident management: Demonstrates resilience, professionalism and sound judgement when working in challenging environments, including incidents involving serious injury, drowning, fatalities and other traumatic events, while supporting staff wellbeing and maintaining safe operational practices.

Position Demands Analysis
Senior Ocean Lifeguard

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 ***All Lifting to be undertaken using effective risk based manual handling techniques.***					
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	0
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	Petrol, Oil		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	Methoxyflurane, Oxygen		Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	1	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