



Position Description

Position title	Zone Training Manager South
Reports to	Zone Commander South
Position type	Permanent full time
Direct reports	Nil

About us

Marine Rescue NSW (MRNSW) vision: A world class volunteer rescue service to prevent injury and death on NSW waterways. Our mission: Saving lives on the water.

MRNSW is an essential emergency service and protects the NSW community by providing marine search and rescue response, monitoring and responding to marine radio traffic and delivering safety education programs.

MRNSW is equipped with a world class fleet and embedded in local communities throughout the NSW coast and priority inland waterways. Backed by state of the art technology and training, MRNSW is an industry leader in the southern hemisphere.

The heart of MRNSW is more than 3,000 active volunteer members, organised into 45 geographic units. We work with other emergency services, particularly the NSW Police Force, and promote boating and water safety through community events, education and engagement activities.

MRNSW is led by a Board of Directors elected from our members. Our staff team provides support to Directors, members and units across operations & capability and corporate services.

The position

Overview

The Zone Training Manager is responsible for delivering training and capability development programs to MRNSW members, providing engaging content to meet the requirements of a volunteer marine rescue service. The Zone Training Manager works closely with the MRNSW Training and Education team to deliver and evaluate training and capability development strategies.

The Zone Training Manager will ensure that MRNSW activities are effective to:

- provide MRNSW members with courses and activities to develop and maintain the skills and knowledge required to participate in a world class marine rescue organisation
- support skilled members within MRNSW Units to deliver training and capability development as needed
- provide MRNSW members and staff with courses and activities to develop and maintain the ability to safely undertake operations with appropriate and up to date skills and capabilities

- maintain individual and organisational records of training and capability requirements, standards, accreditation and currency at the Zone level that are accurate and complete in line with the requirements of RTO accreditation, Learning/ Student Management Systems (LMS/ SMS) and internal records management
- deliver training and development across MRNSW that is well supported, efficiently coordinated, professional, informed and up to date.

Key responsibilities and accountabilities

The position is responsible for:

- Delivering training courses and assessments to members, staff and the community with diverse learning needs to achieve the intended outcomes
- Coordinating and supporting training and resources such as first aid supplies and life rafts
- Guiding, supporting, and coordinating members including Unit Training Officers and Training System Officers
- Ensuring training and capability development activities comply with RTO, legislative and policy requirements and best practice
- Working closely with the MRNSW Training and Education team to assist the review and continuous improvement of training systems, processes, platforms, and resources
- Maintaining training records in information and data systems
- Delivering, coordinating and supporting community education programs and initiatives
- Practicing, developing and keeping up to date on-water and off-water skills
- Working closely with the Zone Commander and Zone Duty Operations Manager to support MRNSW Units to foster a safe and inclusive workplace
- Championing a safe approach to all activities and promoting the wellbeing of staff and members.

Skills and experience

The Zone Training Manager is an engaging and experienced provider of adult training, capability development and content facilitation with expertise in applying a wide range of formats and tools. Their focus is on delivering high quality, effective content with an approach that builds engagement and overcomes barriers to diversity and inclusion.

The Zone Training Officer takes responsibility for ensuring that capability records and information are up to date and accurate, working with the requirements of RTO accreditation, Learning/ Student Management Systems (LMS/ SMS) and internal records management. They contribute to the Zone Team by supporting and developing skilled members and ensuring that team training needs are identified and met.

The Zone Training Manager must hold a current driver's license and current Australian citizenship or permanent residency.

Expectations and authority

The Zone Training Manager contributes to managing and implementing:

- MRNSW RTO requirements
- Transport for NSW training provider scheme requirements
- National legislation for domestic commercial vessels
- MRNSW Community Education and Public Safety Advocacy Strategy

- Our Service Strategy - Excellence in emergency services operations
- Our People Strategy - Enhance education and engagement
- Our Organisation Strategy - 'One Marine Rescue'
- Our Business Strategy - Drive efficiency and effectiveness.

Key relationships

The key relationships of the position are with:

- Key personnel in Zone South including Unit Commanders, Unit Training Officers and Training System Officers
- Zone Training Managers in other zones to share experiences and insights
- The MRNSW Training and Education team to develop and improve course content.

Key challenges

As part of the Zone South team, this position works collaboratively to tackle key challenges including:

- Strengthening connections between staff and members to reinforce a safety culture, improve communication, increase operational standards and increase engagement
- Providing clarity on service delivery to members and what 'good service' looks like, using this to align messages, coordinate work and make service quality consistent
- Ensuring all our work supports effective service delivery including governance, systems, and ways of working including resource levels and allocation.

Selection criteria

Experience - Essential

1. At least two years' experience successfully delivering adult training and capability development to a range of audiences using a diversity of formats and tools, preferably in a volunteer-based organisation
2. Excellent communication skills to engage audiences, present with credibility and overcome barriers to diversity and inclusion
3. Proven track record of providing training assessments within a defined framework and effectively managing records to comply with RTO requirements
4. Experience managing multiple projects and using suitable project planning and coordination approaches to achieve priority outcomes

Qualifications and skills - Highly desirable

5. TAE40110 Certificate IV - Training and Assessment or higher
6. Practical experience in the maritime or emergency services sector, ideally with a related operational accreditation.