



Position Description

Position Title:	Zone Training Manager (North/Central/South)
Reports To:	Zone Commander (North/Central/South)
Position Type:	Permanent Full Time

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 3,300 active volunteer members, organised into 46 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 developing quality training materials and overseeing training delivery in the Zone. This involves engaging with members to build training capability and provide training that meets the requirements of a volunteer marine rescue service. It also involves collaborating with the Zone team and Training and Capability Team to prioritise training needs, develop training strategies and materials, and ensure compliance with Registered Training Organisation (RTO) requirements.

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 safely participate in a world class marine rescue organisation
- Support skilled trainers/assessors within MRNSW Units to deliver training and assessment that supports operational capability

- Maintain individual and organisational training records, accreditation documentation, and RTO currency in line with the requirements of RTO accreditation, Training Management System (TMS) and internal records management processes.
- 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:

- Developing, overseeing a supporting a team of skilled and qualified trainers and assessors and learning support staff including Training Officers and Training System Officers
- Guiding and supporting members to build personal and organisational operational capability
- Ensuring training and capability development activities comply with RTO guidelines, legislative and policy requirements and best practice
- Working closely with the MRNSW Training and Capability team to review and continuously improve training systems, processes, platforms, and resources
- Delivering training courses and assessments to members, staff and the community with diverse learning needs to achieve the intended outcomes
- Coordinating the maintenance and restocking of training resources such as first aid supplies and life rafts
- 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 that promotes the wellbeing of staff and members.

Skills and experience

The Zone Training Manager is an engaging and experienced provider of adult training with skills and experience in developing training material and delivering training through a range of methods. Their focus is on building and overseeing Zone training capability to ensure the delivery of high quality, effective content with an approach that builds engagement and overcomes barriers to diversity and inclusion.

The Zone Training Manager takes responsibility for ensuring that training records and information are up to date and accurate, working with the requirements of RTO accreditation, the TMS and internal records management. They contribute to the Zone Team by supporting and developing skilled trainers and assessors to ensure that our members training needs are identified and met.

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 Strategic Plan 2023-2026

Key relationships

The key relationships of the position are with:

- Key personnel in the Zone including Unit Commanders, Unit Training Officers, Training System Officers, Trainers, Assessors and the Zone Duty Operations Manager to determine and support Zone training priorities
- Zone Training Managers in other zones to share experiences and insights
- The MRNSW Training and Capability team to develop and improve course content and ensure RTO compliance

Key challenges

As part of the Zone 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
- Prioritising workload to meet the dynamic needs of a diverse volunteer membership.

Selection criteria

Experience, qualifications and skills - Essential

1. A Certificate IV in Training and Assessment TAE40116 (or equivalent/higher qualification in adult education) or enrolment in and expected completion of the qualification within the next 6 months.
2. Excellent communication skills to engage audiences, present with credibility and overcome barriers to diversity and inclusion.
3. Proven track record of 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.
5. Strong computer literacy, especially in Microsoft Suite, with the ability to learn and proficiently use new systems.
6. A current driver's license and current Australian citizenship or permanent residency.

Experience, qualifications and skills - Highly desirable

1. Practical experience in the marine industry or sector with an operational Certificate of Competency or similar operational accreditation and experience delivering training in the marine context
2. Experience working in the emergency services sector, preferably in a volunteer-based organisation, and an understanding of emergency management arrangements in NSW.
3. Experience in towing trailers.