



**palm**beach  
surf life saving club qld

# General Manager

## Palm Beach (Qld)

## Surf Life Saving Club

**SPORTSPEOPLE**  
RECRUITMENT



- **Lead and grow a longstanding Community Club**
- **Strategic leadership and stakeholder engagement focus**
- **9 day fortnight at a stunning Gold Coast location**
- **Enjoy a great club culture plus employee benefits**

## **Palm Beach (Qld) Surf Life Saving Club**

Situated right in the heart of Palm Beach on the Gold Coast, Palm Beach Surf Life Saving Club (PBQSLSC) is a community organisation run by volunteers who have been protecting members of the public who swim or surf at the beach since 1930.

In addition to the 13 active patrolling groups keeping the beach safe, the Club runs a number of established and inclusive programs including a fun and friendly Nipper program and an outstanding surf sports training program run by coaches Ben Cox, Ky Hurst, Coach Wal and others. The Club actively competes in carnivals, welcoming of all levels, and offers a fun and fabulous Masters program. The Surf Lifesaving season runs from mid-September/October with patrols ending the first weekend in May.

The Palm Beach Surf Life Saving Club **aim** is to: “protect, develop and inspire our people and community” and is led by the **Club Values**:

**Respect:** we respect our past, people, property and place

**Unity:** we are united in purpose

**Inclusive:** We are welcome and friendly

**Involvement:** We get involved

Palm Beach SLSC activities are supported by the Supporters Club licenced venue, gaming lounge and coffee bar who provide financial services and assist in securing sponsorships and corporate donations. As one of only a few Clubs in Queensland to own the land and building on which the Club operates, PBQSLSC is the landlord of the building and facilities.

*"We're looking for a decisive and process driven manager to lead the evolution of operations and strategy, ensuring the Club will thrive long term"* Andrew Gault - President





# General Manager

Reporting to the Board via the President, the General Manager is the senior officer responsible for managing the overall operations and resources of the Palm Beach Surf Life Saving Club. This involves overseeing the club's strategic direction, compliance, operational management, financial sustainability, membership and community engagement. The General Manager ensures that the club achieves its objectives in line with its mission, values, and strategic goals.

An initial focus for this role will be to lead and guide the club through an evolution of systems, procedures and policies to create an efficient operational structure that is less reliant on volunteer resources. This role is responsible for all aspects of financial and human resource management, including staff and volunteer recruitment, development and performance management. Leading a small team, the General Manager will be empowered to make operational decisions, responsible for proactively planning and managing, as well as directly delivering tasks and projects to ensure the timely completion of priorities.

To be considered for this role you will be a decisive and process driven operations manager with demonstrated experience in a senior leadership role, ideally from within a sport, membership or volunteer based organisation. You will have an extensive track record in the strategic and operational management of like-sized businesses, budgets and resources.

Working autonomously with a structured approach, you will have the ability to manage competing priorities and activities at once, along with the commercial nous to plan, coordinate and drive the implementation of programs and projects that are on time, on budget and meet strategic targets. You will be regarded as a cool, calm, down-to-earth manager, with the ability to lead a multi-disciplinary team whilst building strong networks and relationships across a wide range of stakeholders.

Whilst a background in surf lifesaving would be advantageous, importantly the General Manager must exemplify the community focused culture and values of the club, in particular with members, stakeholders and the wider community.

This is an exciting opportunity to shape the future of this longstanding club and its service to the Gold Coast community.



## Primary Duties

- Strategic Leadership: Lead the implementation of the Club Strategic Plan alongside the Board, setting overall organisational policy and direction
- Oversee and ensure compliance with all Club and SLSQ/SLSA policies and procedures, writing and implementing club policies as required
- Operations Management: Oversee the daily operations and logistics, ensuring planning and compliance with all standard operating procedures, policies, and legal requirements including AGM, Annual Awards dinner
- Financial Management: Oversee budgeting, financial planning, and financial reporting. Ensure resources are allocated effectively to support Club operations and strategic initiatives
- Staff, Contractor and Volunteer Engagement and Management: Lead, manage, and develop the club's staff and volunteers, promoting a culture of high performance, continuous improvement, and team unity
- Community and Stakeholder Engagement and Management: Strengthen relationships with community members, sponsors, and partners. Enhance the club's public image and community service impact
- Coordinate and oversee club wide activities in conjunction with input from the Board and Operations Committee (eg. AGM, Annual Dinner, Club Hosted Carnivals and the like)
- Facility Management: Oversee the maintenance, security, and improvement of club facilities and equipment in collaboration with the Supporters Club
- Project Manage small to medium refurbishment projects and contractors as required (up to a capital value of \$250K)
- Risk Management: Act as the Club's chief safety officer, ensuring a safe environment for members, volunteers, and the public

## Secondary Duties

- Support the elected officials including Surf Sports Officer, Club Captain, Junior Activities Committee, Youth Development Officer and Chief Training Officer in their respective areas of responsibility
- Oversee the club's digital presence, ensuring the website and social media channels are maintained, updated, and engaging
- Oversee fundraising activities and grant applications to secure additional resources for club initiatives
- Develop and implement strategies for volunteer recognition, recruitment, and retention
- Gain and maintain an up-to-date knowledge of SLSQ and SLSA systems and processes
- Attendance at monthly Board and Operations Committee Meetings, supporting the President and Director of Administration, and providing monthly reports and other relevant information and updates
- Support and assist the Treasurer to develop annual budget and audit
- Undertake other tasks as directed by the Board

## Key Relationships

**Reports to:** Club President

**Direct Reports:**

- Juniors Administrator
- Club Administrator
- Contractors
- Coaching staff

**The role will primarily liaise with:**

- Board and Operations Committee
- Club volunteers and members
- Surf Lifesaving Queensland's Point Danger Branch
- Surf Life Saving Queensland/Australia
- Supporters Club General Manager
- Sponsors
- Government bodies (local, state, federal)

## Website & Social Media

For more information and news items on all facets of activities, services and programs, visit:

Website: [palmbeachsurfclub.com.au](http://palmbeachsurfclub.com.au)

Facebook: [facebook.com/PalmbeachsurfclubQld](https://facebook.com/PalmbeachsurfclubQld)



## Selection Criteria

In addition to demonstrating **relevant experience across the core functional areas of responsibility identified in this Position Overview**, candidates applying for this role will require a range of personal and professional skills, including:

### Essential

- Proven leadership and management experience in a member based, dynamic environment
- Strong management, planning, and execution skills
- Excellent interpersonal, communication, and stakeholder management skills
- Financial acumen with experience in budgeting and financial management
- Ability to independently make informed decisions in a timely and effective manner
- Ability to show initiative, prioritise competing work demands and meet deadlines
- Ability to work autonomously with minimal supervision on a number of simultaneous projects
- Excellent people management and relationship management skills, including conflict resolution
- Strong customer management skills with the ability to handle and resolve difficult customer situations
- Proven ability to work with a volunteer Board and Committees
- Commitment to the club's values and community service mission
- A current Working with Children's Check - Blue Card (or ability to obtain one)
- Ability to quickly gain an understanding of the surf life saving organisation, Associations Incorporation Act and all other laws relating to the SLSC

### Desirable

- Experience in a surf life-saving or similar community-based organisation
- Experience working with volunteers or in a volunteer organisation
- Knowledge of a Surf Life Saving Club's operations
- An understanding of the operation of Surf Life Saving Australia's *Surfguard* database
- An understanding of Surf Life Saving Australia's Members Portal.

Candidates must be an Australian Citizen / Permanent Resident or have unlimited working rights within Australia to be considered for this position.

## Hours of Work

This is a full time position of 38 hour per week, worked over a 9 day fortnight, predominantly during business hours.

Given the unique nature of the role, some weekend and after hours work will also be required, primarily at the beginning of the season.

## Location and Travel

This position is located at Palm Beach Surf Life Saving Club, 117 Jefferson Ln, Palm Beach QLD.

Travel throughout South East Queensland may be required from time to time to attend various meetings, competition and events.

## Remuneration Guide

An attractive remuneration package will be available to the successful candidate, negotiable depending upon skill level and experience. At the time of applying, candidates are invited to indicate their current salary and salary expectations.

**Additional benefits** include discounted Supporters Club/Jefferson's Cafe meals and beverages during shifts. Depending on personal circumstances candidates may be able to take advantage of the salary packaging benefits available through the Not for Profit and Charity status of PBQLSCL to significantly reduce taxable income (\*can equate to over \$5,000 pa extra take home pay).

Candidates are invited to discuss their salary expectations with Sportspeople Recruitment prior to applying.

## Timelines

Final interviews and the appointment of this role are scheduled for April 2024.

The successful candidate would be expected to commence duties as soon as possible, mindful of notice periods and general availability.

The appointed candidate will ideally be available to attend the Annual Dinner and Awards Night on Saturday 11 May, 2024.

## Please apply now to avoid missing out!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

**If you are intending to apply, please do so now. We reserve the right to close the role as soon as sufficient merit applications are received.**

Candidates must complete and submit the COMPULSORY **Sportspeople Recruitment Application Form** at the time of applying. The form is available as a download at the Sportspeople Recruitment website listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 1-2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

## Apply to

Your application should be sent electronically via the "apply now" link at the advertisement via [sportspeoplerecruitment.com/jobs](https://sportspeoplerecruitment.com/jobs)

## Enquiries

In the first instance general enquiries should be directed to **Scott Oakhill** on **0408 258 337** or **FREECALL AU 1800 634 388** or **+61 2 9555 5000** or via [admin@sportspeoplerecruitment.com](mailto:admin@sportspeoplerecruitment.com).

## About Sportspeople Recruitment

The General Manager, Palm Beach Surf Life Saving Club search and recruitment process is being managed exclusively by **Sportspeople Recruitment**.

Sportspeople Recruitment is a leading executive search and recruitment firm servicing sport business. Celebrating 28 years in 2024 our curated Talent Network has been developed as a result of successfully filling thousands of roles across the A-Z of sport business employers. We offer the most experienced Consultant team in the market available to assist with executive search, general recruitment, hiring strategy, remuneration planning and executive/Board advice.

We are delighted to have been appointed by Palm Beach Surf Life Saving Club as the exclusive search partner for the General Manager position.

## Merit Recruitment

Don't meet every single requirement? Studies have shown women and minority groups are less likely to apply for jobs unless they meet every single qualification. **Sportspeople Recruitment has a reputation as a leader in merit recruitment.** Everything we do has a focus on presenting the best candidates to our client Employer whilst maintaining a commitment to do what we can to address the imbalance of under-represented groups in leadership positions.

If you believe you have what it takes to perform this job but don't tick off every single qualification and experience we've listed, we encourage you to focus on the strengths, experience, qualifications and soft-skills you do have as the reasons you should apply. [Believe in yourself](#) and if still in doubt call our Consultant for a quick chat or simply apply. Without an application we can't consider you and we'll never consider your application a waste of our time.

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