

FOODBANK VICTORIA

POSITION DESCRIPTION



POSITION:	Community Food Centre Manager Ballarat	LOCATION:	Ballarat
		DIRECT REPORTS:	CFC Programs Assistant
REPORTS TO:	Strategic Program Manager	APPROVED BY:	Chief Executive Officer – David McNamara
DATE PREPARED:	May 2023	CEO SIGNATURE:	

PURPOSE:

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for more than 90 years. Through our network of over 450 charity partners across the state, we're providing 1.5 million meals a month to Victorians in need. And while supporting our charity partners is at the core of what we do, as the state's dedicated emergency food relief organisation, we're also here to assist Victorians through times of crisis.

Our vision is healthy food for all. We believe that all Victorians should have regular access to healthy food. That's why we work with partners right across the food and grocery sector, from farmers and growers right through to retailers, to source and rescue essential food and grocery items to redistribute to Victorians in need.

As we continue to grow, our Strategy FY23-27 is to take a more data influenced and place-based approach to increasing the volume of food that reaches vulnerable members of the Victorian community. In keeping with the ever changing demographic and geographic make-up of the state's population, we will develop bespoke Community Food Plans to determine how to reduce food insecurity in each the state's 79 Local Government Areas. We will continue to support established community partners and develop programs and structures where there are none.

POSITION:

The Community Food Centre (CFC) Manager is responsible for initiating and implementing the development, delivery and optimisation of the programs and community engagement initiatives and activation at the Ballarat Food Centre. Working closely with the Yarraville Food Programs and Partnerships team, this role will develop strategically aligned programs, optimise the utilisation of the fixed infrastructure and oversee program delivery across the site.

The CFC Manager is accountable for the development and delivery of CFC programs including the community supermarket, mobile markets, community garden and cooking classes.

The CFC Manager will also play a central role in identifying and developing strategic relationships with local Government, Industry and Community Groups.

This role is based in Ballarat but requires regular travel to Yarraville and into the Western Region.

KEY RESPONSIBILITIES:

Program Development and Operationalisation:

Working with local community and the Food Programs and Partnerships team to develop appropriate programs and models to get more food to those who need it across Ballarat and surrounding LGA's. This includes the development and oversight over the ongoing delivery of the community supermarket, mobile markets, community garden and cooking classes. Budget responsibility for programs within the Ballarat CFC.

Working with Food Programs and Partnerships team to develop and optimise a referral program for the shop and develop reporting with a focus on continuous improvement around how the model is delivered.

Program Delivery Manager:

Responsible for the running and staffing of programs to get more targeted food to where it's needed most. This includes managing the supermarket for charity partners and referred community to shop at, ensuring stock is available and appropriate and data is collected and reported against.

Delivering mobile markets into surrounding regions in partnership with the State Network Team's strategic requirements, optimising the utilisation of the community kitchens for food literacy and revenue opportunities, and overseeing the community garden.

Relationship Development:

Identifying partnership opportunities and developing relationships with local Government, industry and community groups to support the design, funding and community engagement needs of the CFC and the broader community.

Self-Management

- Ability to work without supervision, and comfortable to report into a direct manager based in Yarraville
- Ability to identify, develop and activate new relationships, programs and initiatives in collaboration with a diverse and varied range of stakeholders
- Positive participation in regular team meetings
- Inform team members and other departments of relevant information as appropriate.
- Willingness to undertake training and development opportunities as appropriate.
- Effective time management and organisational skills demonstrated through ability to meet deadlines
- Demonstrate the Foodbank Victoria values in all work activities
- Willingness to undertake other duties as required

Authorisation Level

- Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment. In the absence of your Manager, approval of the CEO or two department managers is required
- All employment decisions must be approved by the CEO

Physical Requirements

- Ability to perform standard office-based tasks including computer use
- Ability to lift items approximately 10kg weight

ORGANISATIONAL ACCOUNTABILITIES:

The organisational accountabilities are the **expected standards of performance** for all roles and levels at Foodbank Victoria.

Workplace Health & Safety

- Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness and operate in accordance with Foodbank Victoria's safety policies and procedures

Culture

- Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision, and values of Foodbank Victoria
- Comply with Foodbank Victoria's Code of Conduct, policies, and procedures, at all times

Information & Communications Technology

- Protect and manage Foodbank Victoria's information assets in accordance with policy and process requirements
- Use Foodbank Victoria's technology appropriately and with respect

Customer Service

- Demonstrate a comprehensive understanding of the customers of Foodbank Victoria, creating a culture of customer service excellence

Financial Accountability & Governance

- Models compliance with Foodbank Victoria's Authority and Financial Delegations policy

Corporate Record keeping

- Ensure that full and accurate records are made for all business transactions conducted on behalf of Foodbank Victoria and that all records are appropriately retained in accordance with Foodbank Victoria's recordkeeping requirements

KEY PERFORMANCE INDICATORS:

Achievement of Key Results

- CFC meets the food relief needs of the Ballarat Community and surrounding LGA's, through distribution of culturally appropriate food in the right format and distribution model, in a timely manner, and in line with Community Food Plans
- CFC operates in a safe and productive environment for staff, community and broader stakeholders
- Sustainable programs are developed, with new and existing partners in the Ballarat LGA and surrounds, which deliver more food to communities in line with Strategic Objectives and Community Food Plans

- Working with the Community Development Manager and State Network team, co-design the development of new programs to be run out of the CFC's, ensuring the needs of the local community are considered and represented in designs and decisions
- Physical delivery of FBV Programs, including the community supermarket, mobile programs, training kitchen and community gardens from the Ballarat CFC, in line with Community Food Plans and Budgets
- Ongoing collaboration with internal FBV departments to review and assess the impact of the CFC with a view to continuous improvement. Resources and knowledge shared within and across the team

FBV Values and Policies

- Ensure a safe and healthy working environment
- Treat fellow staff, clients, suppliers, all others and the environment with dignity, courtesy, and respect
- Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment & bullying
- Accept responsibility and accountability for our actions, work performance and the use of property
- Act in ways that maintain our integrity, reputation, and the confidentiality of information of all stakeholders
- Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies
- Report and act upon any known violations of Foodbank Victoria policies

Measures

- 100% compliance with Foodbank Victoria's policies and procedures
- Take part in 1 internal workplace audit every 12 months
- No reported breaches in confidentiality
- All known violations of these FBV guidelines reported to line manager

Team Performance

- Provide a flexible and stimulating workplace that encourages honest and effective communication
- Nurture a culture of mutual trust, support, and encouragement where everyone's contribution is recognised equally
- Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work
- Celebrate excellence
- Act and communicate ethically with all stakeholders
- Adhere to ethical purchasing procedures
- Avoid all conflicts of interest

Measures

- >90% Team meetings attended
- Training programs are achieved
- Review discussions completed

KEY SELECTION CRITERIA:

Qualifications

- Relevant tertiary qualification and/or equivalent work experience
- Hold and maintain a current driver's license and be prepared to drive

- Professional development training undertaken
- Willingness to undertake a criminal record check
- Ability to obtain and maintain a valid Working with Children Check
- Ability to travel to metro and regional areas and work outside of standard hours when required

Experience

- Experience in leading teams in a dynamic environment
- Experience in the community development sector highly regarded
- Demonstrated stakeholder management experience
- Presentation experience
- Excellent written and verbal communication skills
- Well-developed organisational and time management skills
- Experience in the use of Microsoft programs, including Outlook, Word, Excel & PowerPoint
- Experience in Salesforce or similar CRM platforms

Competencies

- Seeks feedback and responds appropriately
- Copes with change, effectively
- Takes initiative
- Works diligently to meet and exceed accountabilities
- Makes others feel valued
- Is reliable, consistent and fulfils commitments
- Maintains confidentiality
- Works collaboratively
- Plans and organises work efficiently and effectively
- Understands our markets, supply chain and operations
- Identifies opportunities to grow or improve the organisation

I agree to abide by Foodbank Victoria's values, policies, and procedures and that this position description clearly outlines the overall responsibilities, physical requirements and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

NAME:	
SIGNATURE:	
DATE:	