


# FOODBANK VICTORIA

## POSITION DESCRIPTION



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

### 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 Programs Assistant is primarily responsible for the ongoing delivery of Foodbank Victoria's Ballarat food relief programs including running the day-to-day elements of the Community Food Centre (CFC) Shop, mobile markets and any new Ballarat based programs.

The CFC Programs Assistant will to run the onsite shop, including ordering stock, filling shelves, assisting charity partners and the public to shop and administering systems transactions.

The CFC Food Programs Assistant will also run our mobile programs out of Ballarat. This involves liaising with our charity partners and the State Network team to invite community to

the events, as well as the physical delivery of the markets, including ordering stock, running the markets and reporting on outcomes.

Some out of work hours and travel to regional Victoria will be required

### **KEY RESPONSIBILITIES:**

#### **Program Coordinator & Delivery**

- Deliver Foodbank Victoria's Pop-Up shop food programs, which includes retail-style shop, mobile markets and other pop-up events
- Support community and stakeholders to ensure food is always accessed in a dignified manner
- Open and close event premises and facilities
- Ensure food is ordered in time to be delivered and stock replenished
- Complete stock replenishment
- Complete stocktake as required
- Coordinate staff and volunteers by liaising with internal departments and external organisations as required
- Supervise and direct staff and volunteers on the day as required to deliver the program.
- Ensure visual standards are maintained to enhance FBV brand
- Perform general administrative tasks as directed
- Assist with the planning and implementation of ad-hoc pop-up style community food program events
- Provide other ad-hoc assistance to the CFC Manager or other departments as required

#### **Evaluate & Report**

- Assist to identify and track program metrics to monitor program impact
- Provide input to program reports to Foodbank Victoria's Leadership Team, external funders and other stakeholders

#### **Budget**

- Manage program within financial limits and ensure that costs are appropriately controlled

#### **Self-Management**

- 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 of empowerment, accountability, respect, and integrity in all work activities

#### **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
- Regional travel will be required. Ability to drive for periods of up to five hours in regional Victoria
- Ability to stand and walk for extended periods of time

## 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

- Program achieves stated objectives
- Program metrics are monitored to assess impact

### Measures

- Procedures and record keeping maintained to a high standard

- Accurate reporting of metrics
- Program delivered within budget
- OH&S risks are identified and appropriately mitigated
- All OH&S incidents are reported
- Staff and volunteers are managed effectively to ensure sufficient staffing to operate popup and FBV remains well-regarded in the community

#### **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**

- Contribute to 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

#### **Measures**

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

### **KEY SELECTION CRITERIA:**

#### **Qualifications**

- Relevant tertiary qualifications and/or equivalent experience
- Food Safety certification highly regarded
- First Aid certification highly regarded
- Hold and maintain a current driver's license and be prepared to drive
- Willingness to undertake a criminal record check

- Ability and willingness to work outside normal office hours and stay in regional areas overnight to support events / markets on occasion

### **Experience**

- Minimum of 3 years' experience in retail or similar community-based role
- Previous store management experience highly regarded
- Proven track record in delivering effective public facing programs or in retail work
- Highly organised with excellent project management and coordination skills
- Ability to build positive and effective working relationships
- Well-developed written & verbal communication skills
- Good numerical and analytical skills including budget experience
- Ability to work independently and within a team environment
- Experienced in the use of Microsoft Office programs, including Word, Excel and PowerPoint

### **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.

<b>NAME:</b>	
<b>SIGNATURE:</b>	
<b>DATE:</b>	