


FOODBANK VICTORIA

POSITION DESCRIPTION



POSITION:	Office / People & Culture Administration Coordinator	LOCATION:	Yarraville
		DIRECT REPORTS:	Nil
REPORTS TO:	Head of People and Culture	APPROVED BY:	Chief Executive Officer – David McNamara
DATE PREPARED:	May 2023	CEO SIGNATURE:	
PURPOSE:			
<p>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.</p> <p>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.</p> <p>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.</p>			
POSITION:			
<p>The Office / People & Culture Administration Coordinator is responsible for providing office and administration support to the Foodbank Victoria team and visitors, and to support the People & Culture team with P&C administration tasks.</p>			
KEY RESPONSIBILITIES:			
<p>Receptionist Administration and Compliance</p> <ul style="list-style-type: none"> • Provide administration support to the organisation, daily office needs and managing 			

general administration activities such as maintain filing and archiving system

- Answer telephone calls, communicating with internal and external customers and directing enquires professional and promptly
- Maintain and update internal office procedures, telephone lists and contract lists
- Monitor the FVB email inbox and answering queries or forwarding to the correct department in a timely manner
- Greet visitors and members of the public, provide assistance with food donations and give an overview of FBV operations in a courteous manner
- Administration of the Pool Car Database
- Ordering and keeping stock of office supplies, and key cutting
- Assist in organising internal team events, including birthdays, Christmas party and volunteering events
- Processing and directing incoming and outgoing mail, packages or deliveries if when required

People and Culture Administration and Compliance

- Provide administrative support to the P&C team such as scheduling interviews.
- Follow up managers and team on return of documents to ensure records are up to date
- Provide administrative support for employee engagement measurement, activities and organising engagement events
- Provide administrative support for onboarding activities including organising induction events, collating onboarding documents
- General HR administration tasks & other duties as required

Training and Development

- Maintain FBV training register, ensuring details are accurate & up to date
- Manage and maintain Sentrion records and perform the role of Sentrion system administrator.
- Assist P&C team to organise internal training and development sessions

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
- 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

Administration Measures

- Effectively, warm, and professional customer service for all who interact with Foodbank Victoria, no reported customer service complaints
- Ability to use discretion with confidential and sensitive information
- Administration tasks completed accurately within the timeframe required
- P&C documents and files maintained accurately and up to date

People and Culture Measures

- FBV values visible and understood throughout the organisation.

- Recruitment requirements actioned within timeframes.
- Induction session organised in line with requirements.

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

- Certificate level 4 qualifications in business administration, Human Resource or similar preferred.
- Willingness to undertake a criminal record check

Experience

- Demonstrated significant experience in administration, as an Office/ P&C Coordinator, Team Assistant or similar.
- Organisational and time-management abilities.
- Excellent verbal and written communication, interpersonal skills and high attention to detail
- Problem-solving and decision-making aptitude.
- Strong experience in MS office including One Drive, SharePoint and strong excel experience
- Experience in creating files and document templates.
- Detail-oriented and comfortable working in a fast-paced environment highly regarded

Competencies

- Seeks feedback and responds appropriately
- Copes with change, effectively
- Takes initiative, plans and organises work efficiently and effectively
- Understands our markets, supply chain and operations
- Works diligently to meet and exceed accountabilities
- Makes others feel valued and maintains confidentiality
- Works collaboratively, is reliable, consistent and fulfils commitments

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:	