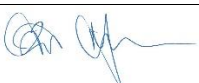


FOODBANK VICTORIA

POSITION DESCRIPTION



| | | | |
|-----------------------|----------------------------|------------------------|---|
| POSITION: | People and Culture Advisor | LOCATION: | Yarraville |
| | | DIRECT REPORTS: | None |
| REPORTS TO: | Head of People and Culture | 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 People and Culture Advisor is to provide operational support to the business in all areas of human resources, with a focus on recruitment and resourcing, to support Foodbank Victoria management and employees to achieve our vision of healthy food for all and sustain our organisational values.

KEY RESPONSIBILITIES:

People & Culture

- Proactively meet with managers to anticipate and address people issues as they arise.
- Provide generalist human resource advice, support and coaching as required.
- Manage end to end recruitment.
- Assist managers to understand their current and future resourcing needs.
- Undertake salary benchmarking.
- Promote the values of empowerment, accountability, respect and integrity as part of the culture of the organisation.
- Provide advice to managers on implementation and interpretation of policies and processes.
- Assist with employee engagement activities and measurement.
- Prepare and update position descriptions and assess role classification level as necessary.
- Prepare contracts of employment as necessary.
- Contribute to effective on-boarding activities.
- Support managers and employees with performance management, disciplinary and grievance issues, in conjunction with senior P&C team members.
- Maintain employee records in accordance with policy and legal requirements.
- Draft updates to policy and processes as necessary to ensure compliance with safety, legislation and best practices.
- Advise management on pay and other remuneration issues, including promotion and benefits, in line with the Collective Agreement and the Fair Work Act.
- Analyse training needs in conjunction with department managers.
- Develop and deliver internal training as directed. Topics may include policy and procedure training, FBV values and other information as necessary.
- Assist with large P&C projects and own or manage smaller P&C projects.
- Provide reports as requested including analysis of data and P&C information that adds value to organisational decision making.

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.
- Willingness to undertake other duties as required.
- 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.

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:

1. 1. Achievement of Key Results

- People & Culture
- HR Administration

Measures

- Recruitment requirements actioned within timeframes.
- FBV values visible and understood throughout the organisation.
- Advice, support and coaching actively provided to managers and employees with appropriate documentation completed.
- Process documents are current and transparent to all.
- Minimal and managed staff turnover.

- IR/ER issues resolved or escalated to ensure compliance with FWA and collective agreement.
- Employee records maintained and up to date.
- Reporting completed for Board purposes and internal information, as required.
- Help double the number of weekly posts in all channels.
- Introduce a fresh, young voice.

2. 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.

3. 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

- Tertiary qualifications and relevant experience

- Professional development training undertaken.
- Willingness to undertake a criminal record check.
- Membership of AHRI will be highly regarded.

Experience

- Demonstrated experience as a HR officer, administrator or similar HR position
- Good understanding of employment legislation and remuneration frameworks, with previous experience working with Enterprise Agreements.
- Proficient in MS Office.
- Organisational and time-management abilities
- Excellent verbal and written communication and interpersonal skills
- Problem-solving and decision-making aptitude
- Strong ethics.
- Good influencing skills.
- Demonstrated ability to build strong business relationships with managers.

Competencies

- Seeks feedback and responds appropriately.
- Copes with change, effectively.
- Takes initiative.
- Works diligently to meet & 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.
- Resourceful.
- Innovative.

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: | |