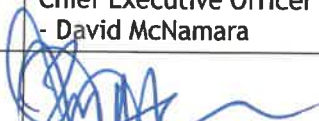


Position Description Warehouse Assistant

Foodbank Victoria



POSITION:	Warehouse Assistant	LOCATION:	Yarraville & Brooklyn
		DIRECT REPORTS:	Nil
REPORTS TO:	Warehouse Supervisor	APPROVED BY:	Chief Executive Officer - David McNamara
DATE PREPARED:	December 2022	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 533 charity partners across the State, we're able to provide 1.2 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 best 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.

THE POSITION:

The Warehouse Assistant is responsible in providing organised storage and dispatch of food and grocery items to welfare agencies and Victorian Government schools, in both metropolitan Melbourne and country areas. Duties include preparation of orders for dispatch; sorting, moving and storage of warehouse items, and related administrative duties and maintenance duties.

KEY RESPONSIBILITIES:

Storage, Collection & Delivery

- Unload goods at the Warehouse or other distribution points as directed.
- Provide stocktake details of goods, pallets or assets as directed.
- Prepare bulk orders and pick items for shipment to agencies and schools in both metropolitan and country areas.
- Provide assistance and guidance to volunteers, contractors, and staff regarding warehouse operations.
- As directed collect and deliver items to and from businesses and organisations within Victoria using a Foodbank provided truck or van. Note: a current vehicle driver licence is required for the specified vehicle.
- Maintain current VicRoads logbook as per current legislation.
- Perform all duties within Occupational Health and Safety and Food Safety requirements.
- Undertake other warehouse and general duties assigned to you as required.

Position Description

Warehouse Assistant

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KEY RESPONSIBILITIES (CONTINUED)

Maintenance & Administration

- Undertake housekeeping duties associated with maintenance of the warehouse and other designated areas as directed by your supervisor and/or manager.
- Maintain daily statistical records of warehouse data as required.
- Assist in recording all incoming and outgoing stock.
- Maintain weekly truck maintenance record and report any issues to Warehouse Manager or other manager as directed.
- Undertake other warehouse and general duties assigned to you in line with your skills and experience.
- Ensure accurate records of stock usage and movement are maintained.
- Flexibility in duties to meet business demands and operational changes at FBV.

Market

- Liaise with donors at the fresh food market as directed.
- Ensure pallets are swapped with donors.
- Provide receipts to donors.
- Advise your manager of any issues at the market.

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.
- Use of a supplied 'Motorpass' is permitted to drivers to re-fuel Foodbank Victoria vehicles.

Physical Requirements

- Ability to perform standard office-based tasks including computer use.
- Ability to stand and walk for extended periods of time.
- Ability to lift items approximately 10kg weight.
- Occasional lifting of items up to 15kg using safe manual handling techniques.
- Occasional lifting of large awkward items of any weight and items over 15kg using mechanical aids or team lifts as appropriate.

Position Description Warehouse Assistant

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ORGANISATIONAL ACCOUNTABILITIES

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

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|--|--|
| Workplace Health & Safety | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Demonstrate a comprehensive understanding of the customers of Foodbank Victoria, creating a culture of customer service excellence. |
| Financial Accountability & Governance | <ul style="list-style-type: none">• Models' compliance with Foodbank Victoria's Authority and Financial Delegations policy. |
| Corporate Record keeping | <ul style="list-style-type: none">• 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. Achievement of Key Results

- Inventory Control to internal standards.
- Ensure compliance with Food Safety, Occupational Health and Safety and HAACP Legislation.
- Effective customer service.
- Maintenance duties carried out to established standards.
- Storage, collection and delivery duties.

Measures

- Inventory control recordkeeping and data completed with >90% accuracy.
- > 95% of tasks are completed within target completion dates.
- 100% compliance with Food Safety, OHS and HAACP Legislation.
- No reported customer service complaints.
- 100% of maintenance duties carried out within specified timeframes.
- 98% of Storage, collection and delivery duties carryout within specified timeframes.

Position Description

Warehouse Assistant

Foodbank Victoria



KEY PERFORMANCE INDICATORS (CONTINUED)

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

- Certificate level qualification in warehouse operations highly regarded.
- Knowledge of OHS requirements in a warehouse environment.
- Current forklift, drivers and HR, HC drivers licence - *please note that employees undertaking driving duties or operating a forklift must provide a copy of their current Victorian Driver's Licence and/or Forklift Licence and must notify Foodbank Victoria immediately if their Licence is cancelled.*
- Willingness to undertake a criminal record check.

Position Description Warehouse Assistant

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KEY SELECTION CRITERIA (CONTINUED)

Experience

- Ability to work in a team environment.
- Minimum 12 months experience in similar environment.
- Demonstrated experience working with the public, providing customer service.
- Effective communication skills.
- Demonstrated experience in effective communication.
- Previous experience in a food industry warehouse environment highly regarded.

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.
- Resourceful

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:	

