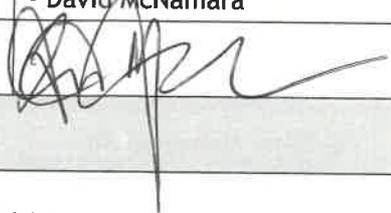


Position Description

Warehouse Manager

Foodbank Victoria



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|---|--------------------|------------------------|---|
| POSITION: | Warehouse Manager | LOCATION: | Yarraville |
| | | DIRECT REPORTS: | Warehouse Team |
| REPORTS TO: | Operations Manager | APPROVED BY: | Chief Executive Officer - David McNamara |
| DATE PREPARED: | December 2022 | 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 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.</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 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.</p> | | | |
| THE POSITION: | | | |
| <p>The Warehouse Manager is responsible for overseeing warehouse operations at Foodbank Victoria, including managing staff and a volunteer workforce within the warehouse environment ensuring safe, efficient, and effective supply and distribution of product.</p> | | | |
| KEY RESPONSIBILITIES: | | | |
| <p>Manage the Warehouse & Cleaning Teams</p> <ul style="list-style-type: none"> • Effective and productive management and supervision of direct reports, volunteers and external labour. • Perform regular reviews with employees, identifying and resolving performance issues and training or development requirements. • Improve warehouse performance by cross training floor staff to work all aspects of the warehouse to enable effective leave management and team flexibility. • Develop and contribute to regular team meetings ensuring a consistent approach across all sites. • Optimise operations by utilising workforce planning to ensure hours coverage, equipment utilisation and external labour costs are closely monitored and managed. | | | |

Position Description

Warehouse Manager

Foodbank Victoria



KEY RESPONSIBILITIES (CONTINUED)

Manage Warehouse Operations

- Ensure products are received and stored in line with FBV and food safety requirements.
- Ensure warehouse operations are conducted safely and efficiently.
- Monitor and manage all warehouse consumables.
- Facilitate continuous improvement initiatives throughout the warehouse.
- Manage day to day contractor relationships including pest control, waste management and other general contractors.

Facilities Management

- Plan and implement cost-effective and quality facility services at all FBV sites.
- Report requirements for major repairs to management and coordinate when necessary, with landlord for building repairs and maintenance.
- Facilitate in development of annual budgets for facilities requirements and exercise control measures as necessary to ensure works are completed on time and within budget.
- Develop and maintain relationships with site contacts including landlords and site supervisors.
- Manage on-site cleaning and hygiene requirements including supervision of the in-house cleaning team and external service provider.

Maintenance Management

- Develop and maintain relevant contractor relationships for maintenance works promoting consistency across FBV sites where practical.
- Complete contractor inductions and conduct regular reviews on scheduled maintenance & service agreements
- Coordinate task specific documentation ensuring that contractors attending site have the required permits and OHS documentation for works liaising with relevant Safety staff where required.
- Maintain effective management of ongoing services including Test & Tag, Pest Control, waste removal and fire equipment.

Plant & Equipment

- Oversee servicing and maintenance requirements for all plant and equipment across FBV sites.
- Facilitate planning and procurement process for new plant & equipment purchases as required.

Occupational Health & Safety

- Ensure that OHS standards and procedures are maintained by all employees, volunteers, contractors, and visitors to the warehouse including SWMS and JSA documentation.
- Implement continuous improvement in OHS practices by recommending changes and implementing agreed improvements.
- Deliver FBV site inductions to employees and contractors performing maintenance work.
- Provide and maintain regular platform for team consultation regarding OHS
- Ensure timely reporting of all risks/hazards/incidents/near misses and accidents
- Contribute to the development and delivery of safety training to all direct reports, volunteers, and external labour.

Volunteers

- Work closely with the Volunteer & partnerships team to ensure workforce, including Corporate, General and Permanent volunteers are supervised and motivated.
- Coordinate with other departments to ensure that volunteer assistance is available to complete work as required.

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KEY RESPONSIBILITIES (CONTINUED)

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 the Operations Manager is required for any single purchase or financial commitment of \$500 or more and/or any monthly purchase or financial commitment. In the absence of the Operations 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 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.

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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

- Warehouse team work efficiently and effectively.
- Volunteer management - warehouse and logistic volunteers are engaged, working positively and effectively to achieve Foodbank Victoria goals.

Measures

- Team meets food supply volume targets across category within agreed timeframes.
- Engagement targets met with existing food donors within agreed timeframes.
- New food donor targets achieved within agreed timeframes.
- All stock is accepted in accordance with FBV guidelines.
- Provide reports as requested by the management team.

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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.

Measures

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

KEY SELECTION CRITERIA:

Qualifications

- Relevant certificate level qualification or equivalent industry experience.
- Professional development training undertaken.
- Hold and maintain a current driver's license and be prepared to drive.
- Hold a current forklift licence.
- Willingness to undertake a criminal record check.

Experience

- Minimum of 10 years professional experience in relevant roles.
- Good written and verbal communication skills.
- Well-developed organisational and time management skills.
- Experience in the use of Microsoft programs, and Stock Management programs, currently Dynamics.

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KEY SELECTION CRITERIA (CONTINUED)

- Good numerical and analytical skills.
- Food industry experience, preferably supermarket or similar bulk grocery line business.
- Experience managing warehouse team.

Competencies

- Seeks feedback and responds appropriately.
- Copes with change, effectively.
- Takes initiative.
- Works hard 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.
- 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: | |