

# FOODBANK VICTORIA POSITION DESCRIPTION



<b>POSITION</b>	Market Delivery Lead		
<b>DEPARTMENT</b>	Operations		
<b>LOCATION</b>	Yarraville		
<b>REPORTS TO</b>	Operations Manager		
<b>DIRECT REPORTS</b>	Market Delivery Coordinator		
<b>KEY CONTACTS</b>	Logistics Team, Operations Team, Food Programs Delivery Team, State Network Team, People & Culture Team, Volunteers		
<b>AWARD &amp; CLASSIFICATION</b>	SCHADS Level 4		
<b>DATE</b>	September 2024	<b>EXECUTIVE SIGNATURE</b>	<i>D Whitchelo</i>

## ROLE PURPOSE

The Market Delivery Lead is primarily responsible for the ongoing development and delivery of Foodbank Victoria’s mobile food programs. The role will also coordinate the scheduling and delivery of offsite community food programs, including Farms to Families, mobile supermarkets, and other pop-up events. This role also has a strong focus on developing and managing solid relationships with external stakeholders and partners.

## MAJOR ACCOUNTABILITIES

### #1: Program Planning, Coordination and Delivery

- Coordinate the scheduling and delivery of offsite community food programs including Farms to Families, mobile supermarkets and other pop-up events.
- Plan and coordinate event resources, including labour, food, vehicles and equipment.
- Supervise and direct team members and volunteers as required to deliver the program.
- Identify and escalate to team management the volunteer performance concerns and training requirements.
- Effectively collaborate across Foodbank departments to manage the schedule and ensure efficient program delivery.
- Develop and manage sustainable relationships with program partner organisations and other external stakeholders.
- Respond promptly to inquiries and issues and work proactively with program partners to solve problems and develop their capacity to implement community food programs effectively.
- Undertake safety assessments and manage program OHS requirements and documentation.
- Deliver program in line with annual operations plans and budgets for community food programs.
- Provide customer service and hospitality when delivering the markets to the community, ensuring the community feels welcomed.

<ul style="list-style-type: none"> <li>• Liaise with the Food team to purchase food and with Logistics and Operations teams to arrange transport.</li> </ul>	
<b>#2: Program Development</b>	
<ul style="list-style-type: none"> <li>• Identify opportunities and implement approved changes to continuously improve internal systems and processes for existing program delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to identifying opportunities for expansion of community food programs in alignment with team objectives and FBV strategic objectives and values.</li> </ul>
<b>#3: Team Management</b>	
<ul style="list-style-type: none"> <li>• Coach, mentor, and develop team members to achieve identified outcomes and to meet their own professional development goals.</li> <li>• Undertake training and development opportunities as appropriate.</li> <li>• Ensure programs provide a positive and engaging experience for the community and maintains a climate that attracts, retains and motivates volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform regular reviews with team members, identifying and resolving performance issues and training development requirements.</li> <li>• Lead and manage team members and volunteers to effectively identify, plan and implement and evaluate the community food programs.</li> </ul>
<b>#4: Program Administration</b>	
<ul style="list-style-type: none"> <li>• Manage administration related to the delivery of community food programs, including program food ordering and delivery process.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain program event records, contacts and lists in the CRM systems.</li> <li>• Perform general administrative tasks as required.</li> </ul>
<b>#5: Evaluation and Reporting</b>	
<ul style="list-style-type: none"> <li>• Assist in data collection and tracking of program metrics to enable monitoring, assessment and reporting of program impacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide reports on activities as directed.</li> <li>• Contribute to program evaluation to improve the program in line with FBV strategy.</li> </ul>
<b>#6: Budget</b>	
<ul style="list-style-type: none"> <li>• Assist in maintaining financial discipline for Community Food Programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately record and report expenses as required.</li> </ul>
<b>#7: Workplace Health and Safety (WHS)</b>	

<ul style="list-style-type: none"> <li>• Comply with all company policies, procedures, and code of conduct.</li> <li>• Assist achieving our company vision through meeting our legal, moral, and ethical obligations.</li> <li>• Ensure WHS policies and processes are adopted across the organisation.</li> <li>• Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times.</li> <li>• Lead by example and display an active commitment to company policy and WHS compliance. Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.</li> </ul>
<b>#8: Self-Management</b>	
<ul style="list-style-type: none"> <li>• Positive participation in regular team meetings.</li> <li>• Inform team members and other departments of relevant information as appropriate.</li> <li>• Willingness to undertake training and development opportunities as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective time management and organisational skills demonstrated through ability to meet deadlines.</li> <li>• Willingness to undertake other duties as required.</li> <li>• Demonstrate the Foodbank Victoria values of Empowerment, Accountability, Respect, Integrity, Diversity and Equality in all work activities.</li> </ul>
<b>TECHNICAL KNOWLEDGE</b>	<b>PERSONAL ATTRIBUTES</b>
<ul style="list-style-type: none"> <li>• Demonstrated experience in delivering effective public facing programs/ customer service experience.</li> <li>• Demonstrated people management experience.</li> <li>• Working With Children and First Aid certified.</li> <li>• Hold and maintain a current driver's license.</li> <li>• Ability to travel to regional areas overnight to support events/markets on occasion.</li> <li>• Ability and willingness to drive in regional Victoria.</li> <li>• Demonstrated experience in store or merchandise presentation, preferably in a food retail/hospitality environment.</li> <li>• Experienced in the use of Microsoft Office programs, including Word, Excel and PowerPoint.</li> <li>• Customer service or hospitality preferred background</li> </ul>	<ul style="list-style-type: none"> <li>• Highly organised with excellent project management and coordination skills.</li> <li>• Ability to build positive and effective working relationships, including working with the communities we support by making them feel welcomed.</li> <li>• Excellent interpersonal skills, with an ability to develop positive working relationships with internal and external stakeholders.</li> <li>• Well-developed written and verbal communication skills.</li> <li>• Good numerical and analytical skills.</li> <li>• Ability to work independently and within a team environment.</li> </ul>
<b>VALUES FOUNDATION BEHAVIOURS</b>	
<b>Empowerment</b>	

	<ul style="list-style-type: none"> <li>• We develop Team Members and each other.</li> <li>• We challenge the status quo.</li> <li>• We provide the opportunity for ourselves and others to experience the value of our work.</li> <li>• We recognise and celebrate our accomplishments.</li> <li>• I have input and ownership.</li> </ul>
<b>Accountability</b>	
	<ul style="list-style-type: none"> <li>• We encourage excellence.</li> <li>• We encourage continuous improvement &amp; learning.</li> <li>• We ensure performance management consistency.</li> <li>• We accept mistakes and learn from them.</li> <li>• I am accountable for my own performance.</li> <li>• I am part of a team.</li> </ul>
<b>Respect</b>	
	<ul style="list-style-type: none"> <li>• We encourage open, constructive feedback.</li> <li>• We give credit where credit is due.</li> <li>• We are inclusive.</li> <li>• We take the time to listen to each other.</li> <li>• We affirm our people.</li> <li>• We allocate tasks that are fair and reasonable to achieve.</li> </ul>
<b>Integrity</b>	
	<ul style="list-style-type: none"> <li>• We explain our decisions.</li> <li>• We do what we say we will do.</li> <li>• We call out an issue when it is evident.</li> <li>• Equal contribution is rewarded equally.</li> <li>• I lead by example.</li> <li>• I am committed to do my best.</li> <li>• I am encouraged to stand up for my beliefs.</li> </ul>
<b>Equality</b>	
	<ul style="list-style-type: none"> <li>• We encourage people to be themselves.</li> <li>• We strive to foster a sense of belonging in our workplace.</li> <li>• We ensure all people we interact with feel welcome, and a part of our family.</li> <li>• We are inclusive with our agencies and partners.</li> <li>• We strive to provide equal opportunity for all - internally and externally.</li> <li>• We call out practices which exclude others.</li> </ul>
<b>Diversity</b>	
	<ul style="list-style-type: none"> <li>• We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners.</li> <li>• We embrace diversity in all our people, their experiences, and points of view.</li> <li>• We value all cultures, backgrounds and genders.</li> <li>• We strive to form a diverse atmosphere for all people to be safe and secure.</li> <li>• By celebrating diversity, we help all people to feel included, safe and secure.</li> <li>• We do not tolerate discrimination.</li> <li>• We recognise and respect differences.</li> </ul>