

# FOODBANK VICTORIA

## POSITION DESCRIPTION



<b>POSITION</b>	Food Safety and Quality Coordinator		
<b>DEPARTMENT</b>	Operations		
<b>LOCATION</b>	Yarraville		
<b>REPORTS TO</b>	Supply Chain Manager		
<b>DIRECT REPORTS</b>	Nil		
<b>KEY CONTACTS</b>	Operations Manager, Warehouse Managers, Food Sourcing Manager, CFC Managers, Safety Business Partner		
<b>AWARD &amp; CLASSIFICATION</b>	SCHADS, Level 4		
<b>DATE</b>	June 2025	<b>EXECUTIVE SIGNATURE</b>	<i>D Whitchelo</i>

### ROLE PURPOSE

The Food Safety and Quality Coordinator is responsible for developing and overseeing the implementation of food safety protocols and food quality controls across Foodbank Victoria's operations, including developing Food Safety Plans and quality standards, conducting audits, managing recall processes, and driving continuous improvement through training of staff and volunteers.

Reporting to the Supply Chain Manager, the Food Safety and Quality Coordinator works closely with team members across the business, primarily in the Operations, Commercial, and People and Culture departments. The role combines a robust and experienced approach to food safety/quality practices with a detailed understanding of FBV's sourcing, distribution, and warehousing, as well as programs such as cooking classes.

The role requires a dynamic and proactive approach to uncertainty, with the Food Safety and Quality Coordinator taking a lead role in identifying and managing risk across complex product portfolios.

## MAJOR ACCOUNTABILITIES

### #1: Food safety protocols

- Develop and manage supply chain food safety protocols including cold chain maintenance, allergen management, warehouse hygiene control and HACCP-alignment
- Contribute to food-safe protocols for all FBV kitchen education and cooking programs
- Develop and administer Food Safety Plans for any new sites
- Administer and conduct regular reviews of existing site Food Safety Plans

### #2: Food quality controls

- Develop and manage nuanced quality standards for fresh produce and grocery items that enhance customer outcomes across all distribution pathways, including through charity networks and funded programs (e.g. School Breakfast Program, Farms to Families program)
- Develop site-specific preferred storage guidelines for all fresh produce
- Establish organoleptic review processes of both fresh and packaged produce to manage quality
- Contribute to the creation of signage and material that supports fresh produce quality control

### #3: Recalls and FSANZ compliance

- Deliver recall strategy and ensure compliance with FSANZ
- Lead investigations of FSANZ-issued recalls
- Lead Food Standards Code interpretation and application across the business
- Conduct annual mock recalls
- Maintain an auditable record of all recalls and recall investigations
- Proactively review FBV stock for non-compliance in relation to labelling and ingredients

### #4: Training

- Lead all relevant teams through food safety/ quality processes and reporting, (e.g. Rapid Global) whilst driving continuous improvement
- Ensure food safety supervisors are appropriately trained and certified according to the relevant activities of each site
- Develop training tools for volunteers to enhance on-the-job quality assessments
- Train warehouse staff to conduct fresh produce assessments against quality standards (e.g. for School Breakfast Program)

### #5: Auditing and reporting

- Establish monitoring systems to ensure all FBV food is safe and fit-for-purpose
- Conduct yearly food safety audits across the FBV supply chain, including 3PL providers
- Oversee operational and food quality auditing systems, including tracing provenance of SBP products
- Ensure compliance with food quality and safety components of Foodbank's national Food and Grocery Operating Guidelines (FGOG)

#6: Accreditation and risk management	
<ul style="list-style-type: none"> <li>• Ensure food safety accreditations (including council food safety certifications) are appropriate and current for each FBV site</li> <li>• Assist in developing and managing approved supplier programs across all FBV sites and programs, and work with Food Sourcing Team and other internal stakeholders to implement at operational level</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively review operational activity to ensure compliance under all food safety/quality aspects of the business</li> </ul>
#7: Workplace Health and Safety (WHS)	
<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>
#8: Self-Management	
<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>
TECHNICAL KNOWLEDGE	PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> <li>• Relevant tertiary qualification in Food Science and/or Food Technology.</li> <li>• Minimum of 3 years professional experience in food procurement, food retail or bulk grocery business.</li> <li>• Experience in the use of the Microsoft suite of programs, customer relationship management and stock management software.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Ability to work independently and in a team environment.</li> <li>• Excellent negotiation and influencing skills.</li> <li>• Ability to build and manage relationships.</li> <li>• Numerical and analytical skills.</li> <li>• Well-developed organisational and time management skills.</li> <li>• Demonstrated leadership skills and a willingness to develop others.</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>