

FOODBANK VICTORIA POSITION DESCRIPTION



POSITION	Market Delivery Coordinator		
DEPARTMENT	Operations		
LOCATION	Yarraville		
REPORTS TO	Market Delivery Lead		
DIRECT REPORTS	Nil		
KEY CONTACTS	Logistics Team, Operations Team, Food Programs Delivery Team, State Network Team, People & Culture Team, Volunteers		
AWARD & CLASSIFICATION	Level 3		
DATE	September 2024	EXECUTIVE SIGNATURE	<i>D Whitchelo</i>

ROLE PURPOSE

The Market Delivery Coordinator is primarily responsible for the efficient and effective delivery of Foodbank Victoria’s mobile food programs. The role will also facilitate the delivery of offsite community food programs including Farms to Families, mobile supermarkets, the development of different format markets and other pop-up events.

MAJOR ACCOUNTABILITIES

#1: Program Execution

- Facilitate the delivery of offsite community food programs including Farms to Families, buses, and other pop-up events.
- Ensure resources are trained, briefed, and supervised to enable efficient ‘on the day’ operational execution of Programs.
- Complete site scoping for any proposed new locations communicating to stakeholders advising of any issues and expectations that may impact the safe setup and operation of a program.
- Complete relevant documents to support the new location including development of JSA.
- When there are no programs in operation, duties will be assigned by the Manager and may include assisting in the warehouse/ administration duties.
- Ensure inventory orders for Programs are picked, packed and ready to ensure smooth running of the Programs also checking for quality and providing feedback where needed on areas for improvement.
- Provide customer service and hospitality when delivering the markets to the community, ensuring the community feels welcomed.

#2: Program Administration	
<ul style="list-style-type: none"> • Manage administration related to the delivery of community food programs. 	<ul style="list-style-type: none"> • Perform general administrative tasks as required.
#3: Evaluation and Reporting	
<ul style="list-style-type: none"> • Assist in the data collection and tracking of programs and report this to the Market Delivery Lead. • Assist with the monitoring, assessment and reporting of program impacts. 	<ul style="list-style-type: none"> • Contribute to the program evaluation to improve the program in keeping with the FBV strategy.
#4: Program Support	
<ul style="list-style-type: none"> • Supervise and direct volunteers as required to deliver the program. • Manage and resolve promptly any issues that arise on the day of the market. Escalate as required. • Ensure programs provide a positive and engaging experience for the community and maintains a climate that attracts, retains and motivates volunteers. 	<ul style="list-style-type: none"> • Effectively collaborate across Foodbank departments to ensure efficient program delivery. • Manage program OHS requirements and documentation. • Supporting the Logistics team with van driving responsibilities as required or when not attending markets.
#5: Workplace Health and Safety (WHS)	
<ul style="list-style-type: none"> • Comply with all company policies, procedures, and code of conduct. • Assist achieving our company vision through meeting our legal, moral, and ethical obligations. • Ensure WHS policies and processes are adopted across the organisation. • Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements. 	<ul style="list-style-type: none"> • Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times. • 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.
#6: Self-Management	
<ul style="list-style-type: none"> • Ability to work sensitively with a range of community members. • 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. 	<ul style="list-style-type: none"> • 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, Integrity, Diversity and Equality in all work activities.

TECHNICAL KNOWLEDGE		PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> • Demonstrated experience in delivering effective public facing programs/ customer service experience. • Working With Children and First Aid certified. • Hold and maintain a current driver's license. • Ability to travel to regional areas overnight to support events/markets on occasion. • Ability and willingness to drive in regional Victoria. • Demonstrated experience in store or merchandise presentation, preferably in a food retail/hospitality environment. • Experienced in the use of Microsoft Office programs, including Word, Excel and PowerPoint. • Customer service or hospitality preferred background 		<ul style="list-style-type: none"> • Highly organised with excellent project management and coordination skills. • Ability to build positive and effective working relationships, including working with the communities we support by making them feel welcomed. • Excellent interpersonal skills, with an ability to develop positive working relationships with internal and external stakeholders. • Well-developed written and verbal communication skills. • Good numerical and analytical skills. • Ability to work independently and within a team environment.
VALUES	FOUNDATION BEHAVIOURS	
Empowerment		
	<ul style="list-style-type: none"> • We develop Team Members and each other. • We challenge the status quo. • We provide the opportunity for ourselves and others to experience the value of our work. • We recognise and celebrate our accomplishments. • I have input and ownership. 	
Accountability		
	<ul style="list-style-type: none"> • We encourage excellence. • We encourage continuous improvement & learning. • We ensure performance management consistency. • We accept mistakes and learn from them. • I am accountable for my own performance. • I am part of a team. 	
Respect		
	<ul style="list-style-type: none"> • We encourage open, constructive feedback. • We give credit where credit is due. • We are inclusive. • We take the time to listen to each other. • We affirm our people. • We allocate tasks that are fair and reasonable to achieve. 	
Integrity		
	<ul style="list-style-type: none"> • We explain our decisions. • We do what we say we will do. • We call out an issue when it is evident. • Equal contribution is rewarded equally. • I lead by example. • I am committed to do my best. 	

	<ul style="list-style-type: none"> • I am encouraged to stand up for my beliefs.
Equality	
	<ul style="list-style-type: none"> • We encourage people to be themselves. • We strive to foster a sense of belonging in our workplace. • We ensure all people we interact with feel welcome, and a part of our family. • We are inclusive with our agencies and partners. • We strive to provide equal opportunity for all - internally and externally. • We call out practices which exclude others.
Diversity	
	<ul style="list-style-type: none"> • We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners. • We embrace diversity in all our people, their experiences, and points of view. • We value all cultures, backgrounds and genders. • We strive to form a diverse atmosphere for all people to be safe and secure. • By celebrating diversity, we help all people to feel included, safe and secure. • We do not tolerate discrimination. • We recognise and respect differences.