

FOODBANK VICTORIA

POSITION DESCRIPTION



POSITION	School Breakfast Clubs Program Coordinator		
DEPARTMENT	Commercial		
LOCATION	La Trobe Street		
REPORTS TO	School Breakfast Clubs Program Manager		
DIRECT REPORTS	Nil		
KEY CONTACTS	State Network Team, Operations Department, Marketing and Communications Department		
AWARD & CLASSIFICATION	SCHADS, Level 3		
DATE	September 2026	EXECUTIVE SIGNATURE	

ROLE PURPOSE

The School Breakfast Clubs Program Coordinator provides administrative and operational support for the effective delivery of the Victorian Government School Breakfast Clubs Program. This role coordinates daily program administration, stakeholder communications, and customer support activities, while fostering strong relationships with schools through regular school-based visits. The coordinator supports compliance with program requirements, contributes to continuous improvement initiatives, and represents Foodbank Victoria's (FBV) values in all interactions.

MAJOR ACCOUNTABILITIES

#1: School Program Administration

- Support in the continuous review, development and implementation of program processes and activities, identifying improvement opportunities as they arise.
- Coordinate timely communications to schools and required program administration related to changes in food supply or product availability.
- Support with program data and school record maintenance, via Salesforce CRM systems.
- Maintain school ordering information and updates on the ordering portal.
- Perform general administrative tasks and other duties as required.
- Support with program development projects and opportunities, including future menu reviews, new product development, or program expansion activities.
- Attend program meetings with key stakeholders as required and support with documentation and coordination of meeting action items.
- Work from other FBV worksites including Altona, Brooklyn and Regional Community Food Centres as required.

#2: Schools Support

- Assist the State Network team and Customer Support team by providing excellent customer service to program schools, responding promptly to any enquires and issues, and working proactively to solve problems.
- Develop sustainable relationships, alongside the State Network team, with program schools by maintaining regular contact through face-to-face onsite visits and phone calls as required.
- Develop and disseminate timely program updates to schools as required, with support from the Marketing and Communications team.
- Support the State Network team in the school induction process, including reviewing induction collateral and processes, and coordinating updates as required.
- Ensure all program resources are up-to-date and relevant to schools.

#3: Communication, Marketing and Relationships

- Work closely with the Marketing and Communications team to support timely and accurate creation and delivery of communications to schools and external stakeholders, in line with Department of Education requirements.
- Identify content for termly school email updates and webinars and work with the Marketing team to coordinate creation and delivery.
- Work with the Marketing and Communications team to update existing and create new program resources to help schools run their breakfast club programs.
- Engage with the State Network team to obtain case studies and program delivery ideas, to use in marketing and communications materials to promote the program.
- Work with State Network team and Marketing and Communications team to coordinate program events and presentations as required.
- Develop and sustain strong working relationships across diverse teams and stakeholders, fostering collaboration, communication, and alignment to achieve program and organisational objectives.

#4: Reports and Evaluation

- Coordinate content for program quarterly reports, workplans and ad hoc Department of Education requests as required.
- Support data collection and analysis as required to inform program decisions and development.
- Coordinate dissemination of annual program evaluation surveys for schools and volunteers, and support school follow up through the State Network team.

#5: Workplace Health and Safety (WHS)

- 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
- 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.

implementing agreed improvements.		• Ensure the office is clean, safe and conducive to work.
TECHNICAL KNOWLEDGE		PERSONAL ATTRIBUTES
• Relevant tertiary qualification and/or equivalent professional experience. • Ability to obtain and maintain a valid Working with Children Check. • Willingness to occasionally work out of hours to attend events and presentations. • Industry experience within not-for-profit, Government Programs, and Food Supply highly desirable. • Experience in the use of Microsoft programs, including Outlook, Word, Excel & PowerPoint. • Demonstrated experience using Customer Relationship Management programs, preferably Salesforce. • Willingness to undertake a criminal record check. • Hold and maintain a drivers license and be prepared to drive. • Demonstrated stakeholder engagement experience.		• Excellent written and verbal communication skills. • Proactive. • Ability to work independently and in a team environment. • Numerical and analytical skills. • Problem solving skills and ability to be flexible. • Well-developed organisational and time management skills. • Strong stakeholder engagement and interpersonal skills.
VALUES	FOUNDATION BEHAVIOURS	
Empowerment		
	• 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		
	• 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		
	• 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		
	• 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. • I am encouraged to stand up for my beliefs.
Equality	
	• 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	
	• 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.