


Position Description

Regional Manager

Foodbank Victoria



POSITION:	Regional Manager	LOCATION:	Yarraville/Region
		DIRECT REPORTS:	Regional Coordinators
REPORTS TO:	State Network Manager	APPROVED BY:	Chief Executive Officer - David McNamara
DATE PREPARED:	June 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, ensuring that all those in need will be met with our three guiding principles. Dignity. Equity. Respect.</p> <p>The Position</p> <p>The Regional Manager works with the State Network Team to ensure that the Community Food Plan is developed and activated in their region, increasing the volume of food distributed in the region. This includes identifying and growing strategically important regional relationships and developing new partnerships, ensuring participating partners receive guidance, resources and food to successfully deliver food programs in accordance with Foodbank Victoria guidelines and strategy. The role works with agencies, schools, and community partners, and manages the place-based Regional Coordinators to support our partners in the regions and implement the Community Food Plans. The role has input into Community Food Plan and Neighbourhood Assessment through their local knowledge and relationships.</p>			
ACCOUNTABILITIES:			
KEY RESULT AREA	PERFORMANCE STANDARDS		
Community Partner Management and Support	<ul style="list-style-type: none"> • Manage the ongoing implementation and suitability of Community Food Plan for each appointed area. • Develop and manage sustainable relationships with community food partners by maintaining regular contact, predominantly through face-to-face visits and phone calls. • Develop and shape relationships with community food partners, demonstrating how FBV can contribute to ongoing operations of partners. 		

	<ul style="list-style-type: none"> • Increase food distribution via partnerships in schools and other community partnerships in line with FBV strategy. • Work with community food partners to identify ways to implement Community Food Plan either through FBV programs or other avenues of support including resources and knowledge that meet FBV food distribution targets. • Provide ongoing support to community food partners to develop and maintain their capacity to implement food programs effectively. • Manage the relationships and growth of the School Breakfast Program schools in line with DET obligations and FBV strategic priorities. • Share beneficial information and learnings across community food partners, regions and departments of FBV. • Assist with inducting new community food partners to FBV programs and services through a face-to-face induction bringing targeted information back to FBV and ensuring partner meets FBV standards.
Delivery of the Community Food Plans	<ul style="list-style-type: none"> • Ownership and accountability for the creation and delivery of the LGA focused Community Food Plans. • Drive volume growth in line with Community Food plans, including developing capacity at existing agencies and schools, identifying the need and facilitating program delivery and working with the Community Development team to expand our reach through new partners and models. • Manage regional growth targets directly and through the management of the team of Regional Coordinators. • Ensure all contact with community food partners is logged into CRM to allow seamless teamwork within each Region.
Communication and relationships	<ul style="list-style-type: none"> • Work closely with the internal and external stakeholders to develop and deliver timely and effective communications to partners. • Manage relationships with internal and external stakeholders to ensure food delivery and other program targets are achieved. • Work closely with the FBV Program development and delivery teams to ensure knowledge is shared and program design and delivery is optimised. • Engage with partners to obtain case studies and anecdotes to use in marketing materials to promote the programs.
Evaluation	<ul style="list-style-type: none"> • Effectively drive the development and continuous improvement of the Community Food Programs. • Assist in data collection for monitoring and assessment of the programs to aid reporting and strategic objectives.
Budget managed and achieved	<ul style="list-style-type: none"> • Assist in maintaining financial discipline for the Community Food Programs. • Accurately report to management and the Department of Education and Training as required.
Self-management	<ul style="list-style-type: none"> • Demonstrate the Foodbank Victoria values of empowerment, accountability, respect and integrity in all work activities • Ensure that the teams annual program plan is developed and achieved. • Effective and productive management of direct reports and volunteers. • Perform regular reviews with employees, identifying and resolving performance issues and training or development requirements. • Undertake training and development opportunities as appropriate. • Effective time management and organisational skills demonstrated through ability to meet budgets, deadlines. • Willingness to perform other duties as required.
Authorisation Level	<ul style="list-style-type: none"> • Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment. In the absence of your Manager, approval of the CEO or two department managers is required. • All employment decisions must be approved by the CEO.

Physical Requirements	<ul style="list-style-type: none">• Ability to perform standard office based tasks including computer use.• Ability to lift items approximately 10kg weight.• Ability to drive up to 2 hours into regional Victoria.	
KEY PERFORMANCE INDICATORS:		
PERFORMANCE & WEIGHTING	INDICATOR	MEASURES
1. Achievement of Key Results	<ul style="list-style-type: none">• Community Food Plan programs developed and implemented to FBV's requirements.• Manage a regionally focused team charged with implementation of CFP's.	<ul style="list-style-type: none">• Internal and external stakeholders engaged to deliver against CFP targets, within budget.• Reporting completed as required.
2. FBV Values and Policies	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.• Avoid all conflicts of interest.	<ul style="list-style-type: none">• >90% Team meetings attended.• Training programs are achieved.• Review discussions completed.

BEHAVIOURAL COMPETENCIES:	REQUIRED (yes/no)	PRIORITY (H, M, L)
Conceptual Thinking - Considers how things fit together. Sees patterns or trends, makes the complex simple.	Y	H
Acting Decisively - Takes action despite obstacles. Makes decisions quickly and in a crisis.	Y	H
Strategic Orientation - Understands, contributes to and aligns work/priorities to strategic business strategies.	Y	H
Focus On Improvement - Sets and works to meet stretching goals. Makes improvements to systems and own work methods.	Y	H
Impact And Influence - Knows own impact and able to persuade others and build alliances.	Y	H
Customer Service Orientation - Takes personal responsibility for customer satisfaction. Addresses customer needs.	Y	H
Leadership - Promotes team effectiveness. Facilitates involvement, removes roadblocks and shares a compelling vision.	Y	H
Developing And Coaching Others - Gives guidance and feedback. Creates development opportunities and helps others to grow and develop.	Y	M
Self-Management - Knows own reactions and feelings, able to respond calmly and manage stress effectively, operates with honesty and integrity.	Y	H
Teamwork and Co-operation - Co-operates and participates positively in the team. Values and encourages others input.	Y	H
Commercial Acumen - Understands key business drivers and market place. Able to anticipate trends. Seeks to broaden own knowledge.	Y	M
Flexibility - Looks for alternatives, tries new methods, learns new skills and takes on different roles.	Y	H

KEY SELECTION CRITERIA:

QUALIFICATIONS	EXPERIENCE	COMPETENCIES
<ul style="list-style-type: none"> • Relevant tertiary qualification and/or equivalent work experience. • Hold and maintain a current driver's license and be prepared to drive. • Professional development training undertaken. • Willingness to undertake a criminal record check. • Ability to travel to metro and regional areas and work outside of standard hours when required. 	<ul style="list-style-type: none"> • Demonstrated previous experience in relevant role • Demonstrated stakeholder management experience. • Presentation experience. • Excellent written and verbal communication skills. • Ability to work independently. • Numerical and analytical skills • Well-developed organisational and time management skills. • Experience in the use of Microsoft programs, including Outlook, Word, Excel & PowerPoint. • Experience in Salesforce or similar CRM platforms. 	<ul style="list-style-type: none"> • Seeks feedback and responds appropriately. • Copes with change, effectively. • Takes initiative. • Works diligently 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. • Identifies opportunities to grow or improve the organisation. • Resourceful. • Innovative.

I have read, understand and agree to this position description:

Name:	
Signature:	
Date:	