



Position Description

Position Details

Title:	Operations Manager
Organisation:	Warrnambool & District Food Share Inc
	Trading as Western District Food Share (WDFS)
Reports to:	Executive Officer
Direct Reports:	Warehouse Managers

Employment Conditions: Individual Employment Agreement consistent with National Employment Standards as well as WDFS policies and procedures (and as varied from time to time).

Performance Review: Upon completion of probationary period (12 months) and annually or as requested.

Location: WDFS Warehouse 24a Harrington Rd Warrnambool Victoria Australia, or elsewhere as reasonably directed by the employer and in consultation with you.

Position Purpose

Oversee operational activities at every level of Western District Food Share while ensuring that the organisation functions effectively, meeting both short-term operational targets and long-term strategic objectives. Your expertise lies in streamlining processes, optimizing resources, and fostering a culture of efficiency to enhance the overall services of Western District Food Share.

Reporting Relationships

The Operations Manager is responsible to the Executive Officer. Direct reports include -

- Warehouse Manager

About Us

WDFS is a free service and is run as a not-for-profit entity. We rely on the goodwill and contribution of the regional community we serve.

Established in 2013 and designated as a Regional Food Hub in 2020 we are a founding member of the *Regional Food Security Alliance* in partnership with Albury-Wodonga, Bendigo, Shepparton, Geelong and Mildura Food Hubs, collectively addressing Food insecurity which affects regional Victorians disproportionately to people residing in metropolitan areas (15.1% of regional Victorians vs 12.6% in metro areas) - *Every Suburb, Every Town. 2018 VCOSS Poverty Report*.

Staffed primarily by volunteers, we provide emergency food assistance to those in need via our 100 + registered agencies. Since 2013 we have steadily grown and expanded to provide our service to regional agencies in Camperdown, Hamilton, Heywood, Port Fairy, Portland, and Terang who service their local communities.

Our vision: Food Share will sustainably source and distribute food, so no-one goes hungry in south west Victoria.



Our mission: To operate a highly effective and sustainable service that provides food to be distributed to our partners across south west Victoria.

Our values:

- Integrity – We always act with integrity.
- Accountability – We will be accountable for what we do in collaboration with our partners.
- Respect – We demonstrate respect for all.
- Responsiveness – We proactively and reliably meet food support demand across south west Victoria.

Key Responsibilities

- Coordinate the daily operations within the warehouse, including Warehouse Managers, staffing coverage and backfill requirements are met, as necessary.
- Logistic management co-ordination including deliveries and collections as well as quality control of stock management.
- Ensure ongoing relationships with current suppliers, supermarkets, registered agencies, and the community are nurtured and maintained as well as sourcing other opportunities for new relationships.
- Coordinate and supervise both vocational placement students and trainees as required.
- Coordinate the refrigeration management/monitoring of systems and troubleshooting as required. Providing 24/7 monitoring of cool room and freezer (via App) in conjunction with the Executive Officer.
- In conjunction with the Warehouse Managers ensure health and safety standards are practiced in relation to warehouse operations, including equipment maintenance, food safe practices and access for staff, volunteers, and visitors.
- Inspect, maintain, and clean Food Share warehouse and equipment in line with procedures.
- Work in partnership and communicate effectively with the Executive Officer, Warehouse Managers, volunteers, suppliers, and agencies to ensure quality nutritious food is available and distributed to partners across the region.
- Maintain organised and efficient data records as well as utilise appropriate technology including Microsoft Office and database software.
- Attend and participate in necessary meetings and maintain up to date awareness of Food Share activities.
- Support Food Share programs and projects in line with the strategic and operational plans.

Quality, Safety, Risk, and Improvement

- Maintain a safe working environment for self, colleagues, and members of the public.
- Oversee risk management and safety for WDFS including warehouse, all fleet and equipment
- Manage all audits and safety checks as scheduled.
- Comply with all relevant standards, regulations, and legislative requirements.
- Manage all food safety regulations.
- Contribute to the delivery of the WDFS strategy.
- Expand the WDFS network through the development of new and beneficial relationships.

Selection Criteria

- Experience in coordinating warehouse logistics including stock management.
- Demonstrated experience in liaising with a network of stakeholders and building new relationships.
- Flexibility to backfill planned and unplanned leave as required.
- Good working knowledge of charitable organisations and working with volunteers preferable.
- Background in using warehouse machinery and ensuring health and safety standards are met.
- Proficiency in software such as MS Word and Excel as well as database management applications.
- Excellent written and oral communication skills.

Additional Requirements

- Driver's license (Medium Rigid licence desirable)
- National Police Records Check
- Victorian Employee Working with Children Check
- Forklift licence – (or willingness to obtain)

Inherent Requirements

WDFS has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and can perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment (Pallet lift)
- Use of personal protective equipment
- General waste handling
- Driving manual motor vehicles (Transit Van or refrigerated vehicle)
- Dealing with consumers or members of the public
- Managing a volunteer workforce
- Work at other locations may be required



I acknowledge:

- That I have read and fully understand the Position Description and inherent requirements of the position.
- I agree that I have the physical ability to fulfil the inherent requirements of the position and accept my role in fulfilling the responsibilities, activities, duties, and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Western District FoodShare may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the offer of employment that I will sign, outlining the terms and conditions of my employment.

Accepted by:

Employee Signature

Date

Print Name
