

# FOODBANK VICTORIA POSITION DESCRIPTION



<b>POSITION</b>	Community Relationships Coordinator – Regional		
<b>DEPARTMENT</b>	Commercial		
<b>LOCATION</b>	Community Food Centre (Morwell or Ballarat)		
<b>REPORTS TO</b>	State Network Manager		
<b>DIRECT REPORTS</b>	Nil		
<b>KEY CONTACTS</b>	State Network Manager, Community Food Centre Manager, Community Development Manager, Chief Commercial Officer, Customer Service team		
<b>AWARD &amp; CLASSIFICATION</b>	SCHADS, Level 3		
<b>DATE</b>	June 2024	<b>EXECUTIVE SIGNATURE</b>	<i>Kfisher</i>

## ROLE PURPOSE

The Community Relationships Coordinator – Regional works with the State Network Team to develop and manage sustainable relationships with Charity Partners and Schools.

Based out of our Ballarat or Morwell Community Food Centres, this role will provide support to our partners to implement food programs by maintaining regular contact through face-to-face visits, emails and phone calls.

This includes ensuring participating partners receive guidance, resources and food to successfully deliver food programs in accordance with Foodbank Victoria guidelines and strategy. The role is largely focussed on partners in Regional Victoria but may include metro relationships.

## MAJOR ACCOUNTABILITIES

### #1: Program Coordination and Support

- Develop and manage sustainable relationships with community food partners (charity partners and schools) by maintaining regular contact through phone calls, emails and face-to-face visits (where required).
- Manage relationships and growth of the School Breakfast Program schools in line with Department of
- Support the Program Delivery teams to deliver food programs including managing relationships and acting as an escalation point during program delivery.
- Review and monitor partner activity and manage unfinancial, inactive and low volume partners
- Induct new community food partners to the programs through a face-to-face induction.

<p>Education (DE) obligations and FBV strategic priorities.</p> <ul style="list-style-type: none"> <li>• Provide ongoing support to community food partners to implement food programs effectively including assisting with ordering enquiries and food delivery enquiries.</li> <li>• Share beneficial information and learnings across community food partners.</li> <li>• Provide excellent customer service to community food partners by responding promptly to any enquiries and issues and work proactively to solve problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain accurate and updated information on Salesforce including customer creation and maintenance.</li> <li>• Run and prepare reports as requested.</li> <li>• Provide SAAVI support for customers, where required.</li> </ul>
<b>#2: Program Administration</b>	
<ul style="list-style-type: none"> <li>• In conjunction with the Customer Service team, manage administration related to the food ordering and delivery process.</li> <li>• Manage administration related to setting up new partners with FBV including registration process and creation in CRM and other software or tools.</li> <li>• Maintain community food partner records, contacts and lists in the CRM systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Update CRM with records of visits and phone calls to enable oversight of community food partner relationships.</li> <li>• Perform general administrative tasks and other duties as required.</li> <li>• Accurately report to management and Department of Education (DE) as required</li> </ul>
<b>#3: Communication and Relationships</b>	
<ul style="list-style-type: none"> <li>• Work closely with the other State Network Team Coordinators, the State Network Manager and the Marketing team to delivery communications to partners.</li> <li>• Manage relationships with internal and external stakeholders to ensure food delivery and other program targets are achieved.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with partners to obtain case studies and stories to use in marketing materials to promote the programs.</li> </ul>
<b>#4: Workplace Health and Safety (WHS)</b>	
<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>

## #5: Self-Management

- 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.
- 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

- Relevant tertiary level qualifications and/or significant work experience.
- Ability to obtain and maintain a valid Working with Children Check.
- Ability and willingness to drive in regional Victoria and metropolitan Victoria when required.
- Demonstrated experience in administration and customer service.
- Demonstrated stakeholder management experience.
- Presentation experience.
- Experience in the use of Microsoft programs, including Outlook, Word, Excel & PowerPoint.
- Experience in Salesforce or similar CRM platforms.
- Hold and maintain a current driver's license and provide a Vic Roads Driving History Report.
- Willingness to undertake a criminal record check.

### PERSONAL ATTRIBUTES

- Excellent written and verbal communication skills.
- Ability to work autonomously
- Numerical and analytical skills.
- Organisational and time management skills.
- Attention to detail.
- Excellent interpersonal skills, with an ability to develop positive working relationships with internal and external stakeholders

### 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.

	<ul style="list-style-type: none"> <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>