

Advertisement – School Breakfast Clubs Program Manager



July 2024

Are you ready to make a difference? We're looking for an experienced and passionate individual with Program Management experience to help us manage our School Breakfast Clubs Program and deliver healthy food to Victorian schools in need.

What began as a tiny program in a handful of schools to support students showing up without breakfast has grown to become Foodbank Victoria's largest food program – recently having served up our 40th millionth meal since the program launch in 2016. Offering a nutritious breakfast to each and every student who needs it, our School Breakfast Clubs now run in over 1,000 state primary and secondary schools across the state delivered in partnership with the Victorian Government and is an exciting phase of further expansion.

As the School Breakfast Clubs Program Manager, you will proactively manage and enhance the program, oversee the program administration, and maintain effective stakeholder relationships. If you are ready to thrive in a high energy environment and share our vision of healthy food for all Victorians – we'd love to hear from you!

Why Foodbank:

We've been putting meals on the table for vulnerable Victorians since 1930. Meeting them where they are, on their terms, with solutions they need. Not only do we provide food to over 450 charities so they can feed their communities, but our direct distribution of free food is growing at a fast rate. From our 18-metre supermarket on a bus and Farms to Families fresh food regional markets, to our School Breakfast Club Program which now services over 1,000 Victorian schools, our coverage is expanding.

Why we're right for you:

You'll join a passionate team based in Yarraville, Melbourne where the community is at the core of everything we do, and people always come first. Our mission is critical, our vision is bold, and our plans are ambitious. You know that cliché 'no two days are the same'? Ours is more like 'no two hours are the same.'

What you'll do:

- Develop, implement and manage processes that ensure FBV is meeting all program contractual requirements.
- Implement, maintain and improve program processes and activities, identifying improvement opportunities as they arise.
- Maintain financial discipline of the Program, ensuring costs are controlled.
- Manage ongoing development of new program aspects.
- Contribute to the tender renewal process as required.
- Oversee schools ordering process, including providing input into improving operational processes, maintaining school ordering guidelines and ensuring ordering website is up to date.
- Assist in the food ordering and delivery process where appropriate, providing information and support to the Food Sourcing Team and liaising with Operations and Logistics.
- Coordinate content and write program Annual work plans and progress reports.
- Manage additional ad hoc reports for Department of Education.
- Provide internal reports to management, FBV board and other departments as required.
- Review and develop reports on all survey results.

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- Review regular stock reports and respond accordingly.
 - Manage data collection for monitoring and assessment of the program to aid reporting and for use in marketing activities.
 - Conduct regular checks with Program teams to ensure compliance with processes and contractual obligations.
 - Review program activities/processes to identify problems and implement continuous improvement processes.
 - Carry out annual program evaluation surveys – schools and volunteers.
 - Menu review as required.
 - Develop and manage sustainable relationships, alongside the State Network Team, with program schools by maintaining weekly contact through face-to-face onsite visits and phone calls.
 - Share beneficial information and learnings across program schools.
 - Ensure all Program resources are up-to-date and relevant for assisting schools.
 - Assist the State Network Team by providing excellent customer service to program schools, by responding promptly to any enquires and issues and work proactively to solve problems.
 - Coordinate the school induction process with the State Network Team.
 - Work with State Network Team to manage events and ad hoc VIP visits.
 - Coordinate communications/administration related to the school food ordering, delivery, and new school set up and removal processes.
 - Perform general administrative tasks and other duties as required.
 - Provide information to the State Network Team, assisting with maintaining the school records, contacts, and lists in the Salesforce CRM systems.
 - Work closely with the Marketing and Communications Team to ensure timely and accurate creation and delivery of communications to schools and external stakeholders, in line with DE requirements.
 - Oversee and manage, via the Marketing and Communications team, the SBCP website and online presence.
 - Develop content for the quarterly newsletters, provided to the Marketing team for creation and delivery.
 - Manage the implementation of new Marketing and Communications tools.
 - Work with the Marketing Team to develop program resources to help schools run their food programs, including social media story ideas and input.
 - Engage with the State Network Team to obtain case studies and anecdotes to use in marketing and communications materials to promote the programs.
 - Manage relationships with internal and external stakeholders to ensure school food delivery and other program targets are achieved.
 - Coordinate school events with assistance from the Marketing and State Network teams.

Why you're right for us:

- You want to be a part of a brand that's been around for over 90 years, and genuinely share our passion for our vision of healthy food for all.
- Able to live and breathe our values of empowerment, accountability, integrity, respect, diversity and equality.
- Relevant tertiary level qualifications and/or equivalent work experience.
- Demonstrated previous program management experience.
- Ability to obtain and maintain a valid Working with Children Check.
- Ability to travel to metro and regional areas and work outside of standard hours.
- Demonstrated stakeholder management 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 be prepared to drive.

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- Proactive
 - Excellent written and verbal communication skills.
 - Ability to work independently and in a team.
 - Numerical, analytical and problem-solving skills.
 - Well-developed organisational and time management skills.
 - Adaptable and self-motivated.
 - Strategic planning skills.
 - Process and project management proficiency with ability to influence.
 - Community minded.

We can offer you:

- Access to salary packaging benefits to increase your take home pay.
- Staff satisfaction rates above 80%.
- An organisation focused on employee wellbeing.
- Supportive team environment that embraces change and innovation.

Keen to apply?

- Please review the Position Description on our website in the 'Careers' section at www.foodbankvictoria.org.au and get to know us before you apply.
- Email your application to FPP.employment@foodbankvictoria.org.au
- Applications to include an up-to-date resume and cover letter telling us why this is the role for you.
- Ensure you hold and maintain a current driver's license and be prepared to drive.
- Ensure the ability to obtain and maintain a valid Working with Children Check, and willingness to undertake a criminal record check.
- Must have permanent working rights with no restrictions in Australia.