

FOODBANK VICTORIA POSITION DESCRIPTION



POSITION	School Breakfast Clubs Program Manager		
DEPARTMENT	Commercial		
LOCATION	Yarraville (office relocation TBC)/Brooklyn/Regional		
REPORTS TO	Food Literacy and Education Manager		
DIRECT REPORTS	Nil		
KEY CONTACTS	Food Programs Delivery Team, Chief Commercial Officer, Marketing and Communications Officer – Schools, State Network Team, People and Culture Team		
AWARD & CLASSIFICATION	SCHADS, Level 4		
DATE	June 2024	EXECUTIVE SIGNATURE	<i>K Fisher</i>

ROLE PURPOSE	
<p>The School Breakfast Clubs Program Manager proactively manages and enhances the program by ensuring compliance with contractual obligations and overseeing program administration. The role involves coordinating communications efforts, while maintaining effective stakeholder relationships and upholding the values of Foodbank Victoria.</p>	
MAJOR ACCOUNTABILITIES	
#1: School Program Management	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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.
#2: Reports and Evaluation	
<ul style="list-style-type: none"> Coordinate content and write program Annual work plans and progress reports. 	<ul style="list-style-type: none"> Conduct regular checks with Program teams to ensure

<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • 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.
#3: Schools Support	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.
#4: Schools Program Administration	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Provide information to the State Network Team, assisting with maintaining the school records, contacts, and lists in the Salesforce CRM systems.
#5: Communication, Marketing and Relationships	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.
#7: Workplace Health and Safety (WHS)	

<ul style="list-style-type: none"> • 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 implementing agreed improvements. 	<ul style="list-style-type: none"> • 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.
#8: Self-Management	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> • Relevant tertiary qualification 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. 	<ul style="list-style-type: none"> • 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.
VALUES	FOUNDATION BEHAVIOURS
Empowerment	
	<ul style="list-style-type: none"> • 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	
	<ul style="list-style-type: none"> • We encourage excellence.

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