

# FOODBANK VICTORIA POSITION DESCRIPTION



<b>POSITION</b>	Warehouse Assistant – Regional		
<b>DEPARTMENT</b>	Operations		
<b>LOCATION</b>	Ballarat, Morwell		
<b>REPORTS TO</b>	Community Food Centre Manager		
<b>DIRECT REPORTS</b>	NA		
<b>KEY CONTACTS</b>	Community Food Centre Manager, Warehouse Team, Logistics Team, Operations Team, Chief Operations Officer, People & Culture Team, Volunteer Team		
<b>AWARD &amp; CLASSIFICATION</b>	RTD, Level 2		
<b>DATE</b>	March 2025	<b>EXECUTIVE SIGNATURE</b>	<i>D Whitchelo</i>

## ROLE PURPOSE

The Warehouse Assistant is responsible in providing organised storage and dispatch of food and grocery items from the Community Food Centre charities in Regional Victoria and surrounding local government areas (LGAs). Duties include preparation of orders for dispatch; sorting, moving and storage and facilitation of warehouse items, and related administrative duties and maintenance duties.

The Community Food Centre (CFC) provides support for the charity sector, individuals, families and local communities.

## MAJOR ACCOUNTABILITIES

### #1: Storage, Collection and Delivery

- Unload goods at the Community Food Centre or other distribution points as directed.
- Provide stocktake details of goods, pallets, or assets as directed.
- Prepare bulk orders and pick items for collection from the Community Food Centre to charities.
- Use a Foodbank Van or Vehicle to collect donations along with delivery of orders to charities as required.
- Perform all duties within Occupational Health and Safety and Food Safety requirements.
- Undertake other warehouse and general duties assigned to you as required.
- Assist in supporting the Community Food Centre management of supermarket client experience when shopping.
- Ensuring a positive impact on the individuals shopping at the supermarket.
- Provide assistance and guidance to volunteers, contracts, and teams regarding warehouse operations.

## #2: Maintenance and Administration

- Undertake housekeeping duties associated with maintenance of the warehouse and other designated areas as directed by your supervisor and/or manager.
- Maintain daily statistical records of warehouse data as required.
- Assist in recording all incoming and outgoing stock.
- Coordinate food pick-up and deliveries, additional ad hoc administrative tasks as required.
- Ensure that daily receiving logs are completed.
- Undertake other warehouse and general duties assigned to you in line with your skills and experience.
- Ensure accurate records of stock usage and movement are maintained.
- Flexibility in duties to meet business demands and operational changes at FBV.
- Complete required documentation such as bills of lading, work orders, and shipping orders using CRM platform/s.

## #4: Workplace Health and Safety (WHS)

- 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.
- 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.

## #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

## PERSONAL ATTRIBUTES

<ul style="list-style-type: none"> <li>• Certificate level qualification in warehouse operations highly regarded.</li> <li>• Knowledge of OHS requirements in a warehouse environment.</li> <li>• Minimum 12 months experience in similar environment.</li> <li>• Ideally have a current forklift licence.</li> <li>• Previous experience in a food industry warehouse environment highly regarded.</li> <li>• Hold and maintain a current Victorian Driver's License.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Ability to work independently and in a team environment.</li> <li>• Numerical and analytical skills.</li> <li>• Well-developed organisational and time management skills.</li> </ul>
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<b>VALUES FOUNDATION BEHAVIOURS</b>	
<b>Empowerment</b>	
	<ul style="list-style-type: none"> <li>• We develop Team Members and each other.</li> <li>• We challenge the status quo.</li> <li>• We provide the opportunity for ourselves and others to experience the value of our work.</li> <li>• We recognise and celebrate our accomplishments.</li> <li>• I have input and ownership.</li> </ul>
<b>Accountability</b>	
	<ul style="list-style-type: none"> <li>• We encourage excellence.</li> <li>• We encourage continuous improvement &amp; learning.</li> <li>• We ensure performance management consistency.</li> <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> </ul>

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