

Manager, State-wide Logistics

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communication
Reports to:	Director, Retail and Logistics
Direct reports:	Area Manager, Logistics and Distribution x (2-3)
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Oversee state-wide warehouse, transport and logistics operations, including managing workers within a warehouse environment, as well as the supply and distribution of product.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

Fundraising: this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

Communications and Marketing: this team is responsible for state-wide brand and creative services; external communications; issue management; marketing; digital communications and digital fundraising.

Retail and Logistics: this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

Commercial Enterprises: this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

Accountabilities and responsibilities

The Manager, State-wide Logistics will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Provide a high standard and continual level of service to the Vinnies shops networks.
- Strategically plan and manage the logistics program to ensure consistency in practice across all warehouses and transport processes.
- Continuously review processes to increase the productivity, reduce costs and more effectively utilise the Society logistics assets and transport network.
- Manage a team of staff and volunteers to ensure efficient management of distribution networks and responsiveness to peak demand periods.
- Identify supply chain process bottlenecks and implement solutions in a timely manner to meet the demands of the shops.

- Determine and assess appropriate goods handling equipment needs and workforce levels to load, unload, move, or store goods.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure a year on year increase on percentage of donations to shop floor or other recycling or re-use initiatives.
- Demonstrate efficiency savings and improved satisfaction with the supply chain of merchandise to shops or other recycling or re-use initiatives.
- Establish development plans and recruitment processes for staff and volunteers across the supply chain and logistics network, including stock monitoring and problem solving.
- Ensure a continuous growth in surplus of 10 per cent per annum from all commercial activities.
- Adopt the DIFOT (*Delivery In Full On Time*) metric to measure delivery of goods and ensure a success rate of 80% with transport and suppliers.

Key working relationships

In addition to the Director, Retail and Logistics and their direct reports, the Manager, State-wide Logistics, will foster close working relationships with:

- National Centre's Committee;
- Regional Directors (Membership, Volunteers and Regional Operations);
- Manager, Volunteer Experience (Members, Volunteers and Operations);
- Director, Commercial Enterprise
- Manager, Recycling and Sustainability
- Director and managers (Finance and Corporate Services);

Essential criteria

Critical capabilities

There are nine capabilities expected of all leaders across the Society:

- **'People we serve' centric:** (Level 4) Lead excellent service provision and advocacy to reduce the impact of poverty and address injustice in our communities.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 4) Enable a culture of collaboration across the Society to deliver on the Society's mission and Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.

- **Team performance:** (Level 4) Enable high performance and capability development across the Society.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in business, management and/or retail and experience working in supply chain and logistics management.
- Demonstrated ability in successfully leading retail and supply chain operations in a multi-site business.
- Highly developed people management skills including leading, motivating, coaching and developing teams.
- Demonstrated knowledge & experience in volunteer management practices to ensure optimum numbers of volunteers are recruited, inducted and engaged.
- Demonstrated ability and expertise in project leadership to oversee effective implementation of initiatives.
- Demonstrated ability to review and analyse business data and analytics to enable effective reporting and decision-making on operational performance.
- High-level understanding of current issues facing the retail sector and not for profit industry.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.