

CDS Warehouse Supervisor

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communication
Reports to:	Manager, Container Deposit Scheme
Direct reports:	Two full-time and two casual Warehouse General/Production Hands
Location:	Dubbo NSW
Primary position objective:	To lead a customer focused team and supervise CDS warehouse activities in accordance with company standards, supporting a safe and harmonious workplace, and fostering relationships with commercial and service partners.

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 CDS Warehouse Supervisor will:

- Assign, plan and delegate work flow activities of the warehouse to ensure efficient and accurate processing of container deposits with minimum damage from handling
- Provide a safe environment for workers and visitors, ensuring that WHS procedures are understood and practiced always
- Monitor and coordinate bulk bin collections and safe truck movements on site by service partner
- Coordinate repairs, cleaning and maintenance of warehouse equipment
- Schedule and oversee the disposal of rejected containers or other waste items as appropriate
- Demonstrate team leadership via regular communication and attention to quality assurance and

consistently high standards of performance

- Ensure team members productivity and motivation is optimised through monitoring work performance and providing advice and assistance as required
- Demonstrate excellent customer service skills to support customers when utilising the Society's collection facilities
- Work with team to ensure continually improved customer service
- Foster close working relationships with commercial partners
- Work closely with Management on fulfilling staffing requirements
- Develop and maintain reporting metrics and monitor data to assess performance and implement improvements with respect to the CDS site functions
- Maintain relevant records with regards to POS systems
- Any other duties as required to fulfil your role.

Key working relationships

In addition to the CDS Manager, the CDS Warehouse Supervisor will foster close working relationships with:

- Administrative Officer, Container Deposit Scheme (Commercial Enterprise, Fundraising and Communications);
- CDS Warehouse Supervisors ie. counterparts in other locations (Commercial Enterprise, Fundraising and Communications);
- Service partners for logistics and equipment maintenance (external);
- Commercial partners (external).

Essential criteria

Critical capabilities

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

- **'People we serve' centric:** (Level 2) Enable the delivery of high quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Demonstrated 3 - 5 years' experience as Warehouse Supervisor and team leader
- Experience in negotiation, conflict management and facilitating a resolution
- Excellent organisational skills with the ability to manage and plan to tight deadlines
- Demonstrated understanding of WHS and carrying out safety procedures
- Proficient with Microsoft Office Suite and warehouse Point of Sale (POS) systems
- Willingness to uphold the ethos and mission of the Society
- Current Drivers & Forklift Licence

Desirable criteria

- Demonstrated understanding of Not for Profit sector
- Relevant tertiary qualifications