



# Warehouse General Hand, Armidale – Retail and Logistics

## Position Description

<b>Directorate:</b>	Commercial Enterprise, Fundraising and Communications
<b>Reports to:</b>	Regional DC Manager - Armidale
<b>Direct reports:</b>	NIL
<b>Location:</b>	Flexible within any of the Society's main metropolitan or regional offices across NSW.
<b>Primary position objective:</b>	Assist in the daily operation of the warehouse / distribution centre and perform task as prescribed by the Regional DC Manager in accordance with the Society's policies and procedures.

*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; internal and 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 Warehouse General Hand will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Assist with sorting stock within the warehouse.
- Assist with unloading donations / stock from incoming trucks.
- Assist with loading trucks for distribution to Vinnies shops as needed.
- Assist with pre-sorting and sorting of stock including bric a brac in the warehouse.
- Assist with the running of stock to complete orders.
- Assist at the Food Barn where necessary.
- Assist with stocktake when required.
- Undertake general warehouse duties under the supervision of the Warehouse Supervisor.
- Ensure all monetary donations found whilst sorting is properly recorded.
- Ensure all procedures are followed and in accordance with WHS regulations.
- Ensure all rubbish is safely stored and removed in a prompt manner.
- Attend training courses as required.
- Respect and maintain all Society equipment.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Goods are sorted within timeframe deliverables.
- Warehouse presentation is of a high standard.
- Stocktake records are correct.

## Key working relationships

In addition to the Warehouse Supervisor and their direct reports, the Warehouse General hand, will foster close working relationships with:

- Driver (Commercial Enterprise, Fundraising and Communications);
- Forklift Driver (Commercial Enterprise, Fundraising and Communications).

## Essential criteria

### Critical capabilities

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

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.

- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Experience within a warehouse facility.
- Physical ability to perform manual tasks required of this position within a warehouse environment.
- Thorough knowledge of Manual Handling procedures.
- Thorough knowledge of Work, Health and Safety legislation and procedures.
- Perform all duties in a manner consistent with the philosophies, aims and objectives of the Society.
- Treat clients with sensitivity at all times and have awareness of class and cultural differences.
- Maintain and respect confidentiality in relation to Society, Stores and Volunteers.
- Work in a cooperative and empathetic manner when dealing with homeless people, other agencies, Society members, staff, volunteers and the general public.
- Able to work as part of a team and independently.
- Proven interpersonal, communication and organisational skills.
- Ability to work with a diverse workforce including employees and volunteers.

### Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Current Fork Lift Licence.