

Warehouse General Hand, Armidale – Retail and Logistics

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communications
Reports to:	Regional DC Manager - Armidale
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	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

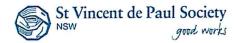
This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

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.