

Manager, Metropolitan Warehouse

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communication
Reports to:	Manager, Metropolitan Logistics
Direct reports:	Warehouse Supervisor/s
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Manage the metropolitan warehouse operations, including the receipt, picking, dispatching, and storage of goods and security, maintenance, sanitation and administrative functions.

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 Manager, Metropolitan Warehouse will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Support the supply, storage and distribution of donated goods by management of warehouse operations across the Metropolitan region.
- Manage receiving, warehousing and distribution operations of the Metropolitan region warehouses at Auburn and Brookvale.
- Prepare budgets and ensure efficient cost management protocols are in place for the warehouses, through analysing weekly, monthly and annual financial reports and performance of the sites against budgets.
- Implement a suite of policies and procedures to drive consistency and efficiency across all warehouse operations.
- Manage a team of supervisors to deliver operational and financial outcomes across the warehouse sites.
- Implement performance management strategies to address performance concerns in a timely manner and provide constructive feedback to encourage the personal development of warehouse staff.
- Introduce succession planning processes to identify and develop potential leaders and build capability across the warehouse operations.
- Evaluate short term capacity constraints and develop and implement solutions to address stock turnover through rostering of staff and resources.
- Maximise resale value of inventory by ensuring the identification of goods for resale and minimising waste through correct sorting and efficient turnover of stock.
- Optimise inventory management and workflows through the introduction of a warehouse management system (WMS).
- Provide ongoing training and support to warehouse staff in adhering to WHS standards and procedures.
- Implement and oversee security operations.
- Maintain documentation and keep accurate records of warehouse activities.
- Maintain awareness and knowledge of condition and location of fleet vehicles.
- Monitor Workers Compensation claims to identify improvements in working conditions and a safe working environment with a focus on preventative actions to promote a positive safety culture and further minimise incidents and injuries.
- 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)

- 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.
- 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 Manager, Metropolitan Logistics and their direct reports, the Manager, Metropolitan Warehouse, will foster close working relationships with:

- Manager, Metropolitan Transport (Commercial Enterprise, Fundraising and Communications);
- Manager, Volunteer Experience (Members, Volunteers and Operations);
- Manager, Recycling and Sustainability (Commercial Enterprise, Fundraising and Communications);
- Managers (Corporate Services).

Essential criteria

Critical capabilities

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

- **‘People we serve’ centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **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 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society’s strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, 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

- 5+ years' experience managing a warehouse or distribution centre
- Excellent numerical skill and a good understanding of financial figures
- Experience driving a culture of engagement, safety and training, and leadership of a team.
- High level of organisational and time management skills, including attention to detail, and accuracy
- Sound knowledge of inventory and inventory controls.
- Ability to operate forklift effectively.
- Proficient computer skills including WMS, MS Office.
- Outstanding communication skills, both written and verbal.
- Available to work to the needs of the business.
- NSW driver licence.

Desirable criteria

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