



Sorting Area Supervisor – Wagga Wagga

Position Description

Position Title	Sorting Area Supervisor
Directorate	Commercial Enterprise, Fundraising and Communications
Reports To	Wagga Shop Manager
Location	15 Peter Street Wagga Wagga
Primary position objectives	To assist the Wagga Shop Manager with the daily operation of the Wagga distribution and sorting areas. The Sorting Area Supervisor assists the Wagga Shop Manager with the operations of the sorting area in accordance with the St Vincent de Paul Society policies and procedures including the following areas; staff, volunteers, work for the dole, customers, stock and merchandising, Workplace Health & Safety and the sorting area appearance and cleanliness. The Sorting Area Supervisor must liaise with the Shop Supervisor in regards to any stock required and the Logistics Supervisor in regards to storage, pickups and deliveries.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post- Revolution France. Leading by example and with boundless energy, Frederic started what is now a world- wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Duties and Responsibilities

The Sorting Area Supervisors primary responsibilities are:

Stock & Equipment

- Supervise the appropriate pricing of clothing for Centres
- Supervise the sorting system according to the Society's policies and procedures
- In conjunction with the Truck Driver, plan and coordinate the delivery of stock to Centres
- Coordinate the re-sorting and storage of excess stock from Centres
- Prepare goods for associated centres and shops in conjunction with the Truck Driver and at the direction of the Albury Area Manager
- Maintain Sorting equipment in a good working condition
- Ensure the appropriate level of consumables are maintained, ie; coat hangers, tags etc. Liaise with the Albury Area Manager for re-stocking of consumables
- Identify and address all WHS issues for the sorting area
- Ensure Sorting area is generally clean

Administration

- Assist the Wagga Shop Manager with the operation of the sorting area and fulfil the manager's obligations in this area in the manager's absence.
- Plan workflow on a weekly basis or at other times as appropriate
- Ensure rosters are drawn up and implemented for volunteers, employees and work for the dole undertaking duties in Wagga based Centre
- Provide employment agencies with the correct documentation for all of the work for the dole candidates as the registered supervisor
- Act up in Area Managers role when absent (if required to do so)
- Perform any other duties as directed by the Area Manager

Personnel

- Supervise the sorting team with the sorting of quality goods (clothing, bric-a-brac, toys, linen and accessories) for supply to Wagga Area Centres
- Train and supervise all personnel in the operation of all Sorting equipment and procedures
- Train and supervise new Sorting employees and volunteers

Customers

- Process internal and external customer orders and ensure timely delivery of goods to Centres
- Excellent customer service

Cleaning

- Maintain a clean and safe environment in the storage area to comply with Workplace Health & Safety standards
- Dispose of rubbish as directed

Training

- Train and supervise new Sorting employees and volunteers, conduct orientation for new employees and volunteers
- Attend training courses as directed

Essential Criteria

Critical Capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **'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

- A willingness to adhere to and support of the Mission, Vision and Ethos of the St Vincent de Paul Society
- Extensive experience in the sorting area
- Demonstrate knowledge in clothing brands and prices
- Strong leadership skills with the ability to build a positive, motivated and successful team
- Experience in rostering and stock management
- Friendly manner and good personal presentation
- Self-motivated with the ability to work cooperatively with others
- Excellent communication, organisation and problem solving skills
- Commitment to quality customer service

Desired Skills

- Experience working with volunteers
- An understanding of the Equal Employment Opportunity principles and the Workplace Health and Safety Act

St Vincent de Paul Society (NSW) is an Equal Employment Opportunity Employer