

# CDS Warehouse Supervisor

## Position Description

<b>Directorate:</b>	Commercial Enterprise, Fundraising and Communication
<b>Reports to:</b>	Manager, Container Deposit Scheme
<b>Direct reports:</b>	Two full-time and two casual Warehouse General/Production Hands
<b>Location:</b>	Dubbo NSW.
<b>Primary position objective:</b>	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