

# Sorting Area Supervisor, Regional DC – Retail and Logistics

## Position Description

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| <b>Directorate:</b>                | Commercial Enterprise, Fundraising and Communication                                   |
| <b>Reports to:</b>                 | Regional DC Manager  |
| <b>Direct reports:</b>             | Sorting Volunteer/s  |
| <b>Location:</b>                   | Flexible within any of the Society's main metropolitan or regional offices across NSW. |
| <b>Primary position objective:</b> | Supervise the sorting and pricing of goods for distribution to Vinnies retail stores.  |

*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 Sorting Area Supervisor will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Supervise the appropriate pricing of clothing for the Vinnies retail stores.
- Supervise the sorting system according to the Society's policies and procedures.
- In conjunction with the Driver, plan and coordinate the delivery of stock to Vinnies retail stores.
- Coordinate the re-sorting and storage of excess stock from Vinnies retail stores.
- Prepare goods for associated centres and Vinnies retail stores in conjunction with the Driver and at the direction of the Regional DC Manager.
- Ensure sorting equipment is maintained in a good working condition.
- Ensure the appropriate level of consumables are maintained, i.e. coat hangers, tags etc.
- Liaise with the Regional DC Manager for re-stocking of consumables.
- Identify and address all WHS issues for the sorting area.
- Ensure the sorting area is generally clean.
- Assist the DC 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 Regional DC.
- Provide employment agencies with the correct documentation for all of the work for the dole candidates as the registered supervisor.
- Step up into Regional DC Manager role when absent (if required to do so).
- Perform any other duties as directed by the Regional DC Manager.
- Supervise the sorting team with sorting of quality goods (clothing, bric-a-brac, toys, linen and accessories) for supply to Vinnies retail stores.
- Train and supervise all personnel in the operation of all sorting equipment, processes and procedures.
- Train and supervise new 'Sorting' employees and volunteers.
- Process internal and external customer orders and ensure timely delivery of goods to Vinnies retail stores.
- Provide excellent customer service.
- Maintain a clean and safe environment in the storage area to comply with Workplace Health and Safety standards.
- Dispose of rubbish as directed.
- Train and supervise new 'Sorting' employees and volunteers, conduct orientation.
- Attend training courses as directed.
- Contribute to 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.

- 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)

- Stock is shop quality standard and priced in accordance with Vinnies pricing structure.
- Ensure sufficient volumes of inventory to support retail network demand
- Staff and Volunteers are trained and skilled in sorting.
- Sorting equipment is maintained and 100% operational.

## Key working relationships

In addition to the Regional DC Manager and their direct reports, the Sorting Area Supervisor, will foster close working relationships with:

- Manager, Recycling and Sustainability (Commercial Enterprise, Fundraising and Communications);
- Retail Store Managers (Commercial Enterprise, Fundraising and Communications);
- Warehouse Supervisors (Commercial Enterprise, Fundraising and Communications);
- Transport Supervisors (Commercial Enterprise, Fundraising and Communications);
- Drivers (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 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**

- 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.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- An understanding of the Equal Employment Opportunity principles and the Workplace Health and Safety Act.