



## POSITION DESCRIPTION

Position Title:	Team Leader - Distribution Centre
Location:	Altona
Reporting to:	Warehouse Manager
<b>Direct Reports:</b>	Warehouse Assistants

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.



The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

**Our Child Safety Commitment**

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone’s responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy.

**PURPOSE OF ROLE**

Reporting to the Warehouse Manager, this position will ensure the smooth and efficient running of our Altona distribution centre as the second in charge of the distribution centres operation. The role is responsible for directing, coordinating, supervising and achieving KPIs through effective leadership and coaching.

The successful incumbent will be accountable for leading and coaching our distribution centre team to ensure outstanding results are achieved whilst driving a strong commitment to safety, continuous improvement and a positive work environment.

**KEY ACCOUNTABILITIES**

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society’s values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meeting</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Lead, manage and motivate team to achieve their objectives</b>	<ul style="list-style-type: none"> <li>• In conjunction with HR; recruit, develop and retain a skilled and motivated team</li> <li>• Build a cohesive and engaged team and foster a culture with our mission at its centre</li> </ul>



	<ul style="list-style-type: none"> <li>• Develop clear KPIs for all team members and actively implement the Society's performance management processes</li> <li>• Communicate effectively with your team through regular team and individual meetings</li> <li>• Encourage a harmonious and professional team environment and contribute to the development of a learning culture.</li> <li>• Lead by example to create a strong team culture which fosters a willingness of team members to support one another through performing (where required) alternate duties to achieve workplace goals</li> <li>• Train, coach and mentor the team to ensure operational excellence</li> <li>• Promote positive thinking; and build a sense of accountability and enthusiasm within the Team</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents</li> <li>• Manage hazards &amp; risks by submitting them into the incident reporting system and utilise the Issue Resolution flowchart to reach a suitable solution</li> <li>• Report incidents within 24 hours of them occurring on the incident reporting system</li> <li>• Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required</li> <li>• Conduct workplace inspections quarterly of all buildings under your management and close actions in the required timeframes</li> <li>• Ensure your teams understand and are accountable for risk management with their work</li> </ul>
<b>Planning, Compliance and Budgets</b>	<ul style="list-style-type: none"> <li>• Develop your work plans to ensure that all resources; be they human, material or financial, are managed effectively and with efficiency to achieve strategic objectives.</li> <li>• Ensure that all activity is ethical and compliant with legislation, regulation and organisational policies and procedures</li> <li>• Assist the Warehouse Manager in managing annual budgets and budget preparation (where relevant)</li> <li>• Monitor and report on budget as required, in agreement with the Warehouse Manager, take action to address negative budget variances and ensure expenditure is within budget.</li> <li>• Assist where required in the preparation of business cases for approval by CEO for all out of budget expenditure.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• In consultation with the Warehouse Manager lead the day to day operations of the distribution centre by actively supporting staff in completing required activities and direct resources towards the highest area of priority</li> <li>• Provide supervision, training and support to the team to ensure operational processes are correctly followed as outlined by the Warehouse Manager.</li> <li>• Assist the Warehouse Manager in managing the sorting process ensuring quality, productivity and cost efficiencies are all maintained at the desired levels</li> <li>• In consultation with the Warehouse Manager, coordinate and oversee accurate and efficient stock takes</li> <li>• Assist the Warehouse Manager in identifying and taking corrective action on negative levels of service.</li> <li>• Assist Warehouse Manager with the collection and interpretation of statistical data for reporting purposes</li> <li>• Assist the Warehouse Manager with the continuous development and</li> </ul>



	<p>improvement of procedures and processes to enhance productivity and efficiencies.</p> <ul style="list-style-type: none"><li>• Assist Warehouse Manager with the continued development of state wide systems for storage, processing and the collection of donated product/materials</li><li>• Assist the Warehouse Manager in implementing new or changed processes, policies and procedures</li><li>• Ensure safe operation of the distribution centres machinery</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Identify trends and methods for improved deliverables to St Vincent de Paul on an ongoing basis.</li><li>• Be proactive in taking a leadership role in projects and events that contributes to the Retail division and/or influences organisational culture.</li><li>• All other tasks as required to fulfil the objectives of the team and organisation.</li></ul>



## POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Warehouse Manager	Internal	<ul style="list-style-type: none"> <li>Direction, Guidance</li> </ul>
Distribution Centre Team Members	Internal	<ul style="list-style-type: none"> <li>Direct Reports</li> </ul>
Transport Manager	Internal	<ul style="list-style-type: none"> <li>Direction, Guidance</li> </ul>
Transport Team Leaders	Internal	<ul style="list-style-type: none"> <li>Transport interaction</li> </ul>
Call Centre Team Leader	Internal	<ul style="list-style-type: none"> <li>Donor interaction</li> </ul>
Volunteers	Internal	<ul style="list-style-type: none"> <li>Support</li> </ul>

## DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

## DRUG & ALCOHOL RESTRICTIONS

- Must not drive under the influence of drugs, including prescribed drugs which may affect their driving
- Must be compliant with a zero alcohol limit where appropriate



## KEY REQUIREMENTS

### Skills

- Strong time management skills, including ability to prioritise and manage time effectively to ensure deadlines are met
- Effective problem solving skills with the capability for developing solutions to increase efficiency & improve service delivery to customers.
- Outstanding written and verbal communication skills
- An ability to resolve conflict and disputes
- Strong analytical & reporting capabilities
- Strong attention to detail
- Ability to work well under pressure

### Knowledge / Experience / Qualifications

- Previous experience in a similar role in a fast paced environment, with a strong understanding of all warehouse / distribution centre management fundamentals, including – receipting, packing, picking, stocktakes.
- Proven experience in training, coaching and mentoring a team to ensure operational excellence
- Knowledge and successful management of Occupational Health & Safety matters relating to warehouse/ distribution centre environments
- Proficient in Microsoft Office, Riskware and Navision would be preferred but is not essential
- Fork Lift Licence

### Attributes

- To have an empathy with and understanding of the St Vincent de Paul Society.
- A high learning agility and a commitment to developing own skills to expand knowledge base
- Ability to work autonomously, whilst part of a larger team environment.
- High level of discretion, discernment and initiative
- Is highly motivated, enthusiastic and has positive attitude with focus on continuous improvement

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.