

# Regional DC Manager, – Retail and Logistics

## Position Description

<b>Directorate:</b>	Commercial Enterprise, Fundraising and Communications
<b>Reports to:</b>	Manager, Regional Logistics
<b>Direct reports:</b>	Distribution Centre Worker/s Driver / Storeperson/s Driver/s Offsider
<b>Location:</b>	Flexible within any of the Society's main metropolitan or regional offices across NSW.
<b>Primary position objective:</b>	Facilitate the effective operation of the regional distribution centre (DC).

*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 Regional DC Manager will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Facilitate the efficient running of the DC facility.
- Report the monthly sales and expenditure results and implement action where required for the facility.
- Implement and ensure high standards for financial processes and internal controls in compliance with Vinnies NSW and Society requirements.
- Ensure stock and emergency goods levels are adequate for the needs of Vinnies NSW, and support the implementation of procedures to ensure regular stock procurement, sorting and turnover.
- Support and implement procedures for the sorting, storage and transportation of stock between stores, recycling and distribution facilities.
- Ensure the security and financial probity of the facility assets, petty cash and donated goods.
- Liaise with logistics manager on all logistics matters.
- Initiate action, and report to the Manager, Regional Logistics concerning maintenance of the building, fixtures, stock, vehicle, cash and equipment relating to the facility.
- Work within budgetary expenses.
- Manage all workers including employees and volunteers from a range of programs in accordance with the required protocols.
- Plan and implement, in consultation with the Manager, Regional Logistics the recruitment process of volunteers and employees for the facility.
- Ensure all volunteers and employees are inducted into the Society, using the approved training programs, before they commence duties, to ensure the safe operation of the facility.
- Responsible for the operation of the DC workers in accordance with the Society's Code of Conduct expectations.
- Manage all volunteers including Community Service Orders, Work for the Dole and general volunteers to ensure compliance with external requirements and internal accountability in the performance of work at the DC.
- Identify, prepare and/or conduct training for all DC staff concerning workplace issues including equipment, procedures, WHS and Code of Conduct information.
- Organise and attend meetings relevant to warehousing, distribution and transport.
- Manage the day to day maintenance of the DC facility in accordance with Vinnies NSW WHS facilities management and WHS procedures and according to the requirements of the Vinnies NSW and WHS Manager.
- Responsible, in conjunction with the Workplace, Health and Safety specialist(s) within the Vinnies NSW, for the implementation of safe work procedures within the facilities.
- Undertake the role of Safety Leader as part of the Safety Leadership team for Vinnies NSW including implementation of all site maintenance, critical incident, safe work methods, reporting and safe work culture requirements.
- Establish and lead all site specific WHS communications, consultations and meetings, information manuals, noticeboards and other safety activities.
- Ensure complete and timely reporting of all complaints, incidents and ongoing WHS reports relating to warehouse function as required by the Vinnies NSW Property and WHS Manager

and all Society policies.

- Demonstrate exemplary leadership and maintain a culture of the highest ethical standards in relation to security of donated goods, cash and adherence to all Code of Conduct requirements.
- Minimise the loss of time, stock, cash and resources through effective security measures.
- Ensure DC safety equipment is adequately maintained and serviced, inclusive of the relevant keeping record keeping requirements.
- 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 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 levels are maintained.
- DC is running optimally.
- WHS incident and accidents are at an all-time low.

## Key working relationships

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

- Area Manager, Retail (Commercial Enterprise, Fundraising and Communications);
- Sorting Area Supervisors (Commercial Enterprise, Fundraising and Communications);
- Transport Supervisor (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 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 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**

- Relevant tertiary qualification/s and significant experience in leading, managing and supporting a team.
- Experience in implementing financial management and procedures.
- Proven planning, multiple task management and coordination skills.
- Proven interpersonal and communication skills.
- Proven ethical practice within the workplace.
- Computer proficiency in Microsoft Office Suite.
- Experience in implementing risk management requirements.
- Understanding of the principles of volunteer management.
- NSW driver licence.

### **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience in warehouse and distribution management.
- MR Truck Forklift Licence or capacity to undertake training.