



## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	Warehouse Assistant Manager	<b>Classification</b>	General Retail Industry Award. Level 5
<b>Division</b>	Commercial	<b>Employment Status</b>	Permanent Full Time
<b>Location</b>	Wingfield Warehouse	<b>Date Created</b>	August 2023
<b>Reports To</b>	Warehouse Manager	<b>Date Approved</b>	August 2023
		<b>Review Date</b>	April 2025
2. POSITION CONTEXT			
<b>Organisational Overview</b>	<p>The St Vincent de Paul Society (The Society) is a lay Catholic organisation and a major international charitable and voluntary organisation, which has been in existence in South Australia (SA) since 1884.</p> <p>The principal role of The Society is to provide for or alleviate the various needs of disadvantaged people in the community by genuinely addressing poverty and hardship through assistance and advocacy. The Spiritual mission of The Society is to continue the mission of Jesus Christ.</p> <p>Our core work in SA is to assist people in need and to raise awareness of and advocate against social injustice across the State. We do this through our local member networks, known as Conferences, which operate across 60 communities throughout the State, our 34 Vinnies Centres (shops) and through our Special Works. Special Works include the Vinnies Men's Crisis Centre (VMCC), Vinnies Women's Crisis Centre (VWCC), Fred's Van (10 sites), Vinnies Open Door program, Vinnies Refugee and Asylum Seeker Service (VRASS), Youth and Community Engagement, and a range of other special programs. Special Works support our key strategic work focus areas of homelessness, refugees and asylum seekers and provides support to victims of domestic and family violence.</p> <p>The Society has around 2500 members and volunteers as well as over 125 employees.</p>		
<b>Position Purpose</b>	<p>This role exists to effectively and safely assist the maintenance and improvement of the Warehouse &amp; Transport functions and to assist in the management of the contract with the nominated transport company.</p> <p>Key to this role will be to assist the Warehouse Manager in all tasks relating to the running of the warehouse as well as act as Warehouse Manager at short notice or on an ad hoc basis, for periods of planned and unplanned leave</p> <p>The role will also require assisting other warehouse staff in all functions, to fulfil the mission of the Society.</p>		
<b>Line Management Responsibility</b>	<p>This position has line management responsibility for Sorting Supervisor, Sorters, Store People, and volunteers as delegated by Warehouse Manager.</p>		

<b>Key Interactions/ Relationships</b>	<ul style="list-style-type: none"> <li>• Warehouse Manager</li> <li>• General Manager – Commercial</li> <li>• Stock Controller</li> <li>• Truck drivers and assistants</li> <li>• Sorting Supervisor and sorters</li> <li>• Warehouse staff and volunteers</li> <li>• Other (non-Centre) areas and external suppliers to the Society</li> <li>• External companies and stakeholders</li> </ul>
<b>Authority to Act / Delegations</b>	This position has delegated authority in the absence of the Warehouse Manager
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• As part of the Society's commitment to safety, welfare, and integrity, employment is contingent upon satisfactory National Police Checks, performance appraisals, and employment health checks, both upon commencing employment and as requested throughout.</li> <li>• Physical fitness is relevant to this role – manual handling and considerable repetitive, and physical activity is required.</li> <li>• Responsibility of opening and/or closing the warehouse. A condition of accepting this role is that you are prepared to work with flexible start/finish times whilst maintaining the correct number of hours worked each fortnight.</li> <li>• The general work of the warehouse is seasonal, and some weekend work will be required.</li> <li>• Current Motor Vehicle Licence (Class C) is mandatory.</li> <li>• Current fork-lift licence and experience is mandatory.</li> <li>• Work location may vary across the Adelaide metropolitan area.</li> </ul>
<b>3. PRIMARY OUTCOMES AND ACCOUNTABILITIES</b>	
<b>KEY RESULT AREA</b>	<b>PERFORMANCE MEASURES</b>
<b>Stock Management</b>	<p>Safely and effectively:</p> <ul style="list-style-type: none"> <li>• Assist truck drivers and assistants in the loading and unloading of trucks.</li> <li>• Co-ordinate the delivery of furniture/paid stock according to instructions as per the picking slip supplied by the Stock Controller.</li> <li>• Maintain warehouse stock in an orderly, efficient manner.</li> <li>• Advise Warehouse Manager of any issues or shortfall in stock.</li> <li>• Work within WHS guidelines.</li> <li>• Any other tasks as directed by the Warehouse Manager.</li> </ul>

<p><b>General Work Duties</b></p>	<p>Safely and effectively:</p> <ul style="list-style-type: none"> <li>• Assist the Warehouse Manager in the day to day running and management of the Warehouse.</li> <li>• Manage warehouse staff as per Warehouse Manager's instructions and assist in team delegation of tasks.</li> <li>• Perform the duties below: <ul style="list-style-type: none"> <li>○ Use forklift to load and unload stillages of donations.</li> <li>○ Stack stillages safely and appropriately</li> <li>○ Maintain stock supply to sorters as required.</li> <li>○ Remove and store sorted items in a timely manner.</li> <li>○ Load containers for export end ensure paperwork is correct.</li> </ul> </li> <li>• Work area must be kept clean and tidy.</li> <li>• Perform office functions, use KPI's and management systems as required (e.g. Truck scheduling, GPS tracking, school donations co-ordination, written and statistical reports, basic KPI analysis, work related IT equipment, etc)</li> <li>• Liaison with key internal people, external suppliers and supporters, and event administrators.</li> <li>• Participate in and assist the manager to lead the workforce changes which lift culture, efficiency and effectiveness.</li> <li>• Perform staff/contractor inductions as required, effective staff performance management and feedback, provide on the job training to new team members.</li> <li>• Receive, store, process, and dispatch high stock volumes to all Vinnies shops in addition to internal and external stakeholders.</li> <li>• A willingness to learn and work in every facet of the Warehouse operations.</li> </ul>
<p><b>Supervisory</b></p>	<ul style="list-style-type: none"> <li>• Act as delegate for Warehouse Manager when that person is unavailable.</li> <li>• Work flexible hours in conjunction with Warehouse Manager to ensure all opening hours are covered.</li> <li>• Schedule and confirm all furniture deliveries with clients.</li> <li>• Seek improvement in efficiency in all aspects of the warehousing and transport activities.</li> <li>• Assist and manage transport scheduling, logistics and problem solving on a daily basis. Identify/implement process and efficiency improvements.</li> <li>• Chain of Responsibility management.</li> </ul>
<p><b>Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Support the continuous improvement of the business systems and processes to ensure they are effective, efficient, and consistent with the values of the Society and reflect the needs of the people we assist.</li> </ul>
<p><b>Internal and external stakeholder engagement</b></p>	<ul style="list-style-type: none"> <li>• Develop and maintain positive working relationships with all internal and external stakeholders, including the Executive team and Support Office staff.</li> <li>• Support the identification and addressing of stakeholder expectations as far as practicable.</li> <li>• Participate in organisational communication and development systems e.g., staff meetings, planning/review days</li> </ul>

<p><b>Workplace Health and Safety</b></p> <p>(The Society is aligned to the Catholic Safety Health and Welfare SA WHS Management System)</p>	<p>All employees are responsible for their health and safety and avoid adversely affecting the health and safety of any other person connected to their work.</p> <p>Your responsibility is to:</p> <ul style="list-style-type: none"> <li>• Champion a safe work environment for staff, customers, members, and volunteers by implementing the Society’s workplace health and safety practices.</li> <li>• Adhere to safe work and welfare practices, policies, and procedures.</li> <li>• Ensure your teams understand and are accountable for risk management with their work.</li> <li>• Identify, report, and address physical and psychological hazards, accidents, and unsafe workplace practices within 24 hours of occurrence, using the incident reporting system.</li> <li>• Assist with organising and managing weekly Toolbox talks with team.</li> <li>• Lead workplace WH&amp;S inspections/audits and relevant WHS training programs.</li> <li>• Assist in maintaining WHS facilities, resources, equipment, and records.</li> <li>• Contribute to implementing effective risk management procedures to ensure compliance with legal, employment, and governance requirements.</li> <li>• Support the development and maintenance of WHS best practices within the workplace.</li> <li>• Perform duties within emergency situations, including site evacuations and lockdown procedures.</li> <li>• Participate in relevant WHS training programmes.</li> <li>• Follow any reasonable instruction</li> </ul>
<p><b>Duties as otherwise required</b></p>	<p>St Vincent de Paul Society is a not for profit that aims to take opportunities to maximise the benefit it provides to the community. From time to time, this role may be asked to undertake other duties of a similar level to those outlined in this Position Description.</p>

**4. POSITION COMPETENCY PROFILE**

TECHNICAL	DESCRIPTION
<p><b>Administrative Skills</b></p>	<ul style="list-style-type: none"> <li>• Must have basic computer skills (Microsoft Office including Outlook).</li> <li>• Must have some experience and basic demonstrated skills with administrative / business processes and systems.</li> <li>• Demonstrate high levels of accuracy and attention to detail.</li> </ul>
BEHAVIOURAL	DESCRIPTION
<p><b>Personal Skills &amp; Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Self-motivated and able to work under pressure to meet deadlines.</li> <li>• A fast learner who readily accepts workplace change and improvements</li> <li>• Ability to multi-task and move easily between different roles in the warehouse.</li> <li>• Knowledge of and experience in working within not-for-profit and community service environments.</li> </ul>
<p><b>Organisational Skills</b></p>	<ul style="list-style-type: none"> <li>• Highly organised and resourceful within the requirements of the job.</li> <li>• Ability to effectively manage multiple priorities and deadlines to achieve results.</li> <li>• Ability to show appreciation of others’ workloads and priorities and be willing to assist where practicable.</li> </ul>
<p><b>Ethics and Values</b></p>	<ul style="list-style-type: none"> <li>• Understand and be committed to the philosophy, ethos, mission, and values of The Society.</li> <li>• Be able to promote the core values of The Society and ensure that the Code of Conduct is upheld.</li> </ul>

<b>Interpersonal Relations</b>	<ul style="list-style-type: none"> <li>• Be committed to, and be able to establish, strong working relationships with internal and external stakeholders.</li> <li>• Use discretion and maintain confidentiality when dealing with sensitive and confidential information.</li> <li>• Strong communication skills - active listening, culturally sensitive, appropriate confidentiality practiced, respectful, timely, valuable, accurate and clear communication.</li> <li>• Ability to work as part of a team, relationship building to engender trust, co-operation, and harmony.</li> <li>• Ability to work with a diverse range of people from different cultural backgrounds</li> </ul>
<b>Self Management</b>	<ul style="list-style-type: none"> <li>• Able to work with minimal supervision.</li> <li>• Demonstrate resilience, manage emotions, and exhibit balanced optimism when facing adversity / challenges.</li> <li>• Remains calm and focused despite the repetitive nature of the work.</li> <li>• Maintain flexibility in managing work situations, workloads and changing priorities.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Contribute to the promotion of The Society.</li> <li>• Be understanding of the needs of a diverse range of customers and cultures and deliver services that meet these needs.</li> </ul>
<b>Professional Accountability</b>	<ul style="list-style-type: none"> <li>• Is a role model for performing work at a consistently high standard.</li> <li>• Accepts responsibility and consequences of actions.</li> <li>• Always demonstrates a high level of integrity and trustworthiness.</li> <li>• Upholds the ethos and culture of the Society in all facets of the work environment.</li> <li>• Follows supervisor and manager instructions promptly and accurately.</li> <li>• Acts in a professional manner at all times, in line with the position.</li> <li>• Maintains a commitment to professional development.</li> </ul>
<b>5. OTHER REQUIREMENTS</b>	
<b>Essential Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years of Warehouse Assistant Manager experience</li> <li>• Current Motor Vehicle Licence (Class C)</li> <li>• Current fork-lift licence and experience</li> </ul>
<b>Desirable Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Experience working in the Not-For-Profit sector.</li> </ul>