Position Description

Depot Operations Manager

<table>
<thead>
<tr>
<th>Position title:</th>
<th>Depot Operations Manager</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>State Retail Manager</td>
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<tr>
<td>Positions reporting to this position:</td>
<td>Sorting/ depot floor manager, Depot 2IC, Depot staff</td>
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<td>Primary location:</td>
<td>59 Edward St Osborne Park, although possibly a new site in future</td>
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<td>Award:</td>
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<td>Primary position objective:</td>
<td>To oversee and be involved in the general operations of the depot including but not limited to staff, budgets, fleet, OH&amp;S and procuring and distribution of stock and other items for shops, conferences and meet the requirements of external contracts while delivered required outcomes.</td>
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St Vincent de Paul Society

The St Vincent de Paul Society is a lay Catholic organisation that has over 3,000 members and volunteers carrying out good works on behalf of the Society in WA alone. The Society is one of the largest charitable providers in Australia today, helping people in many areas of need. In WA there are over 80 Conferences, with dedicated members and volunteers who conduct visits every week bringing comfort, dignity and hope to disadvantaged and marginalised people. The St Vincent de Paul Society in WA operates a number of Special Works including Refugee Support Services, accommodation and support for people with a mental health diagnosis, a referral centre for street present young people, 45 Vinnies retail shops and a range of other special programs.

Our Mission

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, 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
Departmental Overview
The Depot currently falls under Retail although its reach is far more broad than simply the shops. Retail consists of 45 retail outlets across the state staffed by a mix of paid and volunteer managers as well as general volunteers. At present there are three Area managers, the depot manager and a Retail Support Officer who in conjunction with shop and depot staff ensure the smooth operations of the shops. The Depot consists of office and depot staff including a fleet of trucks who together service the stock requirements of the shops, local conferences and the external contracts and partnerships which exist to provide welfare within the community. Generally the Depot services the greater Perth metropolitan area only although there are also smaller levels of service provided to regional areas across WA.

Key Responsibilities

- Monitor all operations of the Depot in relation to collections and deliveries to ensure the highest level of service is provided to both donors and clients. Handle all complaints relating to this.
- Monitor and support the Vinnies furniture outlet at Rockingham.
- Schedule and support deliveries to Vinnies Retail centres.
- Oversee storage, distribution and or disposal of all furniture donations.
- Oversee maintenance of buildings and surrounds.
- Cultivate new markets for the disposal of surplus clothing.
- Responsible for employment and procurement of staff as well as engagement and retention of both staff and volunteers.
- Staff and volunteer training, development and coaching.
- Effectively deal with any depot related staff issues as required.
- Annual staff appraisals and salary review.
- Source and maintain supply of mattresses, blankets and sheets.
- Daily Banking
- Approve annual leave for all staff and ensure replacement staff are organised.
- Point of call for after hour’s alarm.
- Work with the Area Manager responsible for the depot shop to ensure both revenue and expense budgets are met.
- Prepare annual operating budget.
- Plan and authorise all expenditure, including petty cash within set guidelines and authority.
- Prepare and present monthly financial and activity reports for presentation at State Centre’s board meetings.
- Attend monthly Inter agency meetings.
- Attend and present relevant depot related data and feedback at the SCB meetings and action any required follow up.
- Head up and coordinate all activities, within set guidelines, associated with the H.S.S & ARC contract as well as any other depot serviced contracts which are entered into, as required by the State Retail Manager.
- Fleet Vehicles:
  - Source and obtain competitive quotes for new and replacement Society Trucks.
• Arrange required servicing of all vehicles which fall under the responsibility of the depot.
• Purchase stock for H.S.S & ARC Program and Centres.
• Ensure all required paperwork for HSS, ARC, Red Cross and other external agencies / contracts is transparent and up to date.
• Dependant on the outcome of the current IPS Logistics and Depot Review, work with the State Retail Manager and others, as required, to ensure that the selected Strategy / Project is implemented effectively with as little disruption to the depot operations as possible.
• Work to OS&H requirement at all times and ensure that the depot and all associated operations are OH&S compliant.
• Work within a code of conduct that requires confidentiality, accountability, safety and care to all.
• Uphold the Ethos of the St Vincent de Paul Society.
• Other duties as directed.

**Behavioural Standards**

**Teamwork:** Work effectively as part of a team and embrace the diversity being part of a team brings. Recognise the strengths, efforts and performance of others, regardless of role or function, and provide positive feedback and acknowledgement.

**Consultation:** Take steps to bring areas together to create synergies in processes and outcomes that benefit the Society through the sharing of different ideas, information and skills. As part of our decision making processes, wherever possible, obtain feedback from a range of sources.

**Accountability:** Be accountable for our roles, actions and performance and take responsibility accordingly.

**Responsiveness:** Address issues quickly and effectively with a strong focus on action and execution. In being responsive, obtain client feedback to ensure satisfaction with actions and outcomes.

**Improvement Orientation:** Seek improvements in everything we do, as individuals and as the Society.

**Professionalism:** Approach what we do professionally, constructively, ethically and with integrity at all times, not being influenced by personal factors or circumstances. We advocate the decisions and directions of the organisation, ensuring we all work towards a common goal.

**Transparency:** Ensure that the rationale for actions and decisions is clear, logical, and communicated.

**Consistency:** Decisions are made using a consistent, understood framework having regard for precedence and impact on others.
Management Competencies

1. **EMBRACING THE ETHOS**
SVDPWA senior managers create an environment in which the Society’s ethos, mission, values and aspirations are upheld at all times. They model the ethos in behaviour, service delivery and other actions. They adhere to the principles of Vincentian live and ensure the Society’s mission is at the heart of all decision making.

2. **EMBRACING THE UNKNOWN**
SVDPWA senior managers are agents of change. They operate in an environment of uncertainty and drive outcomes for our clients in new ways, helping position the organisation well for future challenges. In doing so, they are innovative, flexible, responsive to emerging trends, and anticipate the needs and wants of our current and future clients. They are prepared to take risks and use their imagination, allowing themselves to be exposed to areas beyond their comfort zone.

3. **THINKING STRATEGICALLY**
SVDPWA senior managers adopt a strategic perspective in their decision making and actions. They take a broad-based thinking approach and look at how issues have implications beyond their own business unit and the organisation. Decisions are based on key activities such as benchmarking, environmental scanning, and best practice. They take information from a range of sources, including outside their business unit, the organisation and the sector, logically analyse the information, and apply a planning perspective when implementing the outcomes.

4. **LEADING AND INFLUENCING**
These two competencies relate to responsibilities for a senior manager’s own team and members of other teams who come within the sphere of influence of the senior manager.

4.1 **LEADING AND INFLUENCING OWN TEAM**
SVDPWA senior managers successfully engage their staff to achieve our objectives. They contribute to and espouse the vision, mission, and purpose of the organisation and model behaviours for their own staff and across the organisation, ensuring they continually live our values. Senior managers consistently reinforce the direction of the organisation, establish how their own business unit will support that direction, and provide support to individuals in their team. Realising that engaging people is critical to success they empower their team to act, seek to develop team members and encourage people to achieve results. Underpinning this, they show flexibility in their leadership and communication styles to maximise the success of their team.

4.2 **LEADING AND INFLUENCING OTHERS**
SVDPWA senior managers have a critical role in leading people beyond their own business unit. Creating a visibility at a number of levels, they establish relationships and networks throughout the organisation, the sector and in the community. Adopting flexibility in their leadership style they lead, coach and mentor people in other teams, while continually living our values. They influence the decisions and behaviours of others by providing a strong example and clear direction, whilst creating an atmosphere that evokes the desire within others to be significant contributors towards the goals of the organisation.
5. **ACHIEVING**
These competencies relate to the outcomes of *Valuing the Client, Embracing the Unknown, Thinking Strategically* and *Leading and Influencing*. Effective senior managers will balance their energies between these four areas in order to achieve success.

5.1 **ACHIEVING SUSTAINABILITY**
Achieving sustainability is critical to realising our vision. SVDPWA senior managers draw on a broad base of knowledge and industry experience and share that experience with members of their team and others within the organisation. They understand the various financial drivers and the need to achieve a balance with commercial reality. Senior managers also understand the broader context in which the organisation operates and the dynamics that lead to a sustainable future. They take steps to ensure a compelling future, identifying and creating ways to develop the business by being entrepreneurial and creating key partnerships and alliances, while always taking a “whole of operations” perspective.

5.2 **ACHIEVING DECISIVELY**
SVDPWA Senior managers are decisive and have a bias toward action. To keep pace with constant change senior managers have a sense of urgency and compelling desire to continually move forward while simultaneously weighing all the options and ensuring quality is never compromised. However, they recognise the need to balance their approach to work and life. Using a collaborative approach to bring people with them, they have a healthy persistence for action and results. They readily tackle difficult issues and make difficult decisions, removing organisational or external barriers.

5.3 **ACHIEVING RESULTS**
SVDPWA senior managers create an environment in which the organisation’s objectives are challenging but achievable. They set and achieve stretch KRAs and KPIs, establish metrics to measure performance, then continually monitor performance and standards, taking corrective action where necessary. Senior managers take accountability for results achieved on a number of levels, including the client, the organisation, the industry and the community. They measure performance and reward achievements while continually raising the standards against which performance is measured.

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**Key Regulatory Compliance**
- Occupational Safety and Health Act
- Equal Opportunity Act
Selection Criteria

Essential
- Proven people manager, team builder
- Excellent written and oral communication skills.
- Experience and understanding of Microsoft Office
- Ability to work within an environment whereby some of the workforce are volunteers.
- A proven history demonstrating ability to create and implement systems in order to achieve a more efficient, productive or economical outcome for all.
- Strong negotiating skills.
- Proven ability to work under pressure.
- Excellent organisational skills.
- Excellent understanding of financial reports including composition and analysis of budgets.

Desirable
- Solid understanding of all OS&H requirements.
- Management of a truck fleet including drivers
- Minimum 5 years in a warehousing, logistics, supply chain or similar environment.
- Must have current drivers license, forklift ticket desirable.
- Previous experience in transport logistics will be an advantage

St Vincent de Paul Society (WA) is an Equal Opportunity Employer