



Position Description

Position Title:	Warehouse and Operations Manager
Award/Agreement:	SCHADs Level
Classification:	5.1
Reports to:	Executive Officer
Reporting to this position:	Warehouse Coordinator Warehouse Volunteers
Days: Hours: Term:	<ul style="list-style-type: none"> • Monday to Thursday • 0.8 FTE • Ongoing
Location:	7 Doonan St, Mooroopna 3629.

Shepparton Foodshare (SFS), established in 2012, is a not-for-profit organisation that rescues and receives food donations. It distributes food to local emergency relief agencies, meal programs, schools, neighbourhood houses and faith organisations in the Goulburn Valley and beyond. Partnering with supermarkets, businesses, manufacturers, growers, and other food rescue agencies, it provides nutritious food, extends shelf life, and prevents edible food from entering landfill. Operated largely by volunteers contributing over 150 hours weekly, SFS is part of a state-wide network of Regional Foodshare agencies (RFSAs).

Our Purpose

A region where everyone has dignified access to the food and essentials they need to live well, belong, and thrive.

Our Vision

We redistribute rescued and donated food and essentials in innovative ways to improve access, reduce waste and empower our community.

Our Values

- **Inclusive** – We embrace diversity and value all people.
- **Compassionate** – We treat everyone with care and understanding.
- **Empowering** – We support people’s dignity, choice, and potential.
- **Sustainable** – We prevent waste and use resources responsibly.
- **Accountable** – We are transparent and responsible in all we do.
- **Impactful** – We innovate and adapt to create lasting change.

Purpose of the Role

The Shepparton Foodshare Warehouse and Operations Manager provides leadership and management of the Food Relief Warehouse and Distribution Centre, ensuring successful delivery of day-to-day operations. This includes managing the lifecycle of rescued and donated food, from intake and quality control, to distribution, ensuring alignment with community needs.

Key Responsibilities:

Leadership & People and Culture

- Model SFS, Purpose, Vision and Values across all aspects of business.
- Provide effective leadership to the staff and volunteers by modelling a collaborative and supportive environment that upholds a positive and accountable team culture.
- Support direct reports, via regular catch ups, coaching and performance development processes by identifying training and development needs.
- Lead, train and coordinate volunteers to maintain operational efficiency, morale, and adherence to systems.
- Design and deliver a structured induction process for new volunteers, including orientation, training, and mentorship.
- Manage and monitor operational administrative processes by providing advice and direction to the Senior Administrator Coordinator.
- Provide oversight and support to Warehouse Coordinator to establish effective operational systems and implement workflow improvements.

Agency, Partner and Donor Relationship Management

- Oversee the registration of new agencies including welcoming into SFS's distribution network.
- Maintain positive relationships with partner agencies, including resolving issues and ensuring timely delivery and service support.
- In collaboration with the Executive Officer and Marketing Manager, provide effective relationship management to partners and food donors including providing informative warehouse tours to stakeholders.
- In collaboration with the Executive Officer and Marketing Manager, broaden the organisation's support range by sourcing identified food gaps and essential items such as nappies, hygiene products, and pet supplies.
- Cultivate and maintain operational cooperative relationships across Regional Food Security Alliance (RFSa) partners to enhance regional impact including managing the sharing of food across the alliance.
- Facilitate food redistribution and operational collaboration with non-RFSa members.
- Coordinate Group Packing Days for stakeholders promoting teamwork and community service.
- Provide the marketing team with images and testimonials to showcase impact and encourage continued community support from our stakeholders.

Quality & Safety

- Oversee workplace health and safety standards including reviewing and updating operational procedures in line with regulatory requirements.

- Ensure all equipment at the Shepparton FoodShare site are regularly inspected, serviced, and compliant.

Data, Reporting and Continuous Improvement

- Monitor and prioritise distribution to vulnerable populations, using data and agency feedback to guide decision-making.
- Oversee the operational data collection including the implementation of reports from the on-line ordering system.
- Develop monthly reports for the Executive Officer that analyse and summarise operational data.

Other

- Participate in Diversity & Inclusion Board Sub-Committee.
- Activity Participate in Team Meetings.
- Understand and adhere to SFS's Code of Conduct
- Demonstrate behaviours in-line with SFS's values.
- Other ad-hoc projects and duties as directed by Executive Officer.

Key Selection Criteria

Essential Skills & Experience

- Proven experience in warehouse management or a similar leadership role.
- A collaborative leadership style with a strong commitment to coaching and capability building.
- Strong community engagement and partnership-building capabilities.
- Strong organisational skills and the ability to balance competing operational demands.
- Experience developing and documenting quality systems including OH&S.
- Knowledge or experience delivering food relief programs.

Desirable Skills & Experience

- Knowledge of food supply chain methods and/or procurement.
- Experience working within community services, volunteer management or not-for-profit environments.
- Tertiary qualification in Community Services, Community Development, Welfare, Business or similar.

Position Requirements:

- Valid Australian work right
- Working with Children check
- National Police check
- A Victorian Driver's Licence.

Health & Safety Responsibilities

As a SFS employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Shepparton Foodshare is an equal opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

I have read this position description and understand the requirements and responsibilities of this position as part of my employment with Shepparton Foodshare.

EMPLOYEE'S NAME

SIGNED _____ DATE _____