

<b>Title:</b>	Op Shop Warehouse Manager
<b>Business unit:</b>	Partnerships, Training and Enterprise
<b>Location:</b>	Uniting Op Shop Hub, Victoria Street, Brunswick
<b>Employment type:</b>	Ongoing, full-time
<b>Reports to</b>	Area Manager, Op Shop Warehousing

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** We are imaginative, respectful, compassionate and bold.

## 1. Position purpose

Uniting Op Shops have been serving Victoria for over 60 years and are more than a shop front. They are living homes of the circular economy, access to affordable goods, and modern troves filled with treasure. They are enlivened communities making the world a better place through daily action, creativity, and connection.

Our Op Shop Warehouse Managers manage the day-to-day operational requirements, development of people, and performance of our Op Shop Warehouse and transport team.

The role of Warehouse Manager is critical to the success of our Op Shops. The Warehouse Manager provides support to the operations of the warehouse. They ensure that all warehouse processes are efficiently conducted with the view of supporting and supplying Op Shops with quality stock.

The Warehouse Manager is responsible for our transport operations, overseeing a team of Op Shop Drivers. Our Drivers support the operations of the warehouse, Op Shops, and servicing of donation bins. They support and supply Op Shops with quality stock by collecting, transporting, and distributing stock.

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## 2. Scope

### Budget:

As a member of the Partnerships, Training and Enterprise division, the Warehouse Manager will take direction from the Area Manager Warehousing to achieve targets and expectations, and ensure spending is in line with budget and expense processes.

### People:

The Warehouse Manager will have 2-4 direct reports, and a cohort of volunteers. The positions include:

- Op Shop Drivers (including donation bin drivers)
- Volunteers

The Warehouse Manager will report to the Area Manager, Op Shop Warehousing.

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## 3. Relationships

### Internal

- Team members – employees and volunteers
- Area Managers
- Senior Manager

### External

- Donors, customers and consumers
  - External volunteers
  - Suppliers and service providers
  - Export companies
  - General public
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## 4. Key Responsibility Areas

### Service delivery / profitability:

- Picking and packing shop orders which involves collecting stock and getting them ready for despatch.
- Ensure Sorters have sufficient stock for sorting.
- Clear sorted stock from the sorting area and placing them in the appropriate storage spaces.
- Assist drivers if required with loading and unloading of stock and rubbish.
- Assist drivers if required with loading of shop orders and unloading of returns from shops.
- Receive incoming goods and checking against invoice to ensure it is correct. Inspect goods to ensure there is no damage.
- Use warehouse equipment such as electric stacker, pallet jacks, and forklifts to place and remove stacked stillages, pallets, and other equipment as required and place goods on high level shelves and racking.
- Lead our transport operations, scheduling our drivers' to-do deliveries and pick-ups as required, communicating any changes in schedule clearly with shops and area managers that are impacted.
- Provide support to the Area Manager, sorters, and other team members.
- Comply with work health and safety regulations to ensure a safe environment.
- Maintain a clean and tidy work area.
- Engage with the Area Manager, drivers and team members with ideas and ways to improve processes.

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### Quality and risk:

- Ensure warehouse and transport processes are conducted safely and efficiently.
- Ensure sites, donation bins, shop, warehouse pathways and work areas are clear of clutter, and everything is properly stored.
- Communicate openly with all staff / volunteers of any changes, problems, and events.
- Always follow safe driving practices in line with local legislation and best practice, including maintaining a valid Driver License and sound driving record; reporting any changes to the Area Manager – Warehousing.
- Maintain vehicles and report on any concerns, hazards, or faults.
- Reported any vehicle accidents, damage or near misses to the Area Manager – Warehousing as soon as possible.

### People and teams:

- Build relationships based on trust and honesty with employees, volunteers, customers, consumers, suppliers, service providers and donors.
- Provide support, guidance, coaching, and leadership, to inspire and empower the team including critical feedback through performance reviews and regular supervision.
- Engage and support a culture of productivity, imagination, innovation, change and development.
- Encourage peers to tap into their natural way of being creative, enthusiastic, and having fun.
- Find simple ways to delight people in a meaningful, memorable way.
- Report conflicts as soon as possible, seeking guidance as required.
- Participate in Uniting by attending meetings, responding to emails, and building cross-organisational relationships.
- Ensure employees and volunteers are correctly orientated to Uniting and Op Shops.

### Legal requirements and risk management:

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety).
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

### Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria & Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a diverse, positive, and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents, and near misses to line management.
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation.

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## 5. Performance indicators

- Sorters and drivers are supported, and tasks are performed timely and efficiently.
- Shop orders are received, prepared, and despatched correctly according to expected schedules.
- Warehouse is kept tidy and clean.
- Warehouse procedures and processes are followed correctly.
- Work health and safety hazards and risks identified and reported.
- Team environment reflects a harmonious and inclusive culture.

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## 6. Person specification

### Qualifications & Experience

- Organisational skills.
- Team player and ability to support the team.
- Ability to interpret and action warehouse documentation like order forms and invoices.
- Ability to lift, move, stack, unstack, load, and unload heavy items.
- Good written and verbal communication skills.
- Good numerical skills.
- Basic computer skills to read emails and print orders.
- Attention to detail.
- Ability to take initiative and work with very little supervision.

### Core selection criteria

#### Charity retail:

- Understands the complex and diverse nature of charity retail.
- Is driven by creativity, unique items, and customer experience.

#### Values alignment:

- Ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

#### Personal and professional accountability:

- Operates professionally and within the boundaries of the organisational processes and legal and policy constraints, advocating Uniting's strategic directions and ensuring resources are fully employed.

#### Communication and engagement:

- Highly developed interpersonal and communication skills with an ability to build positive and effective relationships with key stakeholders both internally and externally.

#### Change and resilience:

- Deals positively with uncertainty, coping effectively in a complex environment, is able to make decisions and support others through periods of change.

#### Outcomes focused:

- Ability to be strategic and able to implement processes and initiatives aimed at getting the best outcomes for both our customers and the business.

#### Leadership and teamwork:

- Leads by example, fostering open, respectful dialogue and has ability to build highly effective teams.

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### Sustainable business practice:

- Ability to work within budget constraints, to utilise existing resources to maximise impact and utilise initiative to drive service improvement.

### Cultural safety:

- Actively promotes reviews of operations and working environments for increasing compliance with external cultural safety compliance and accreditation standards.
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## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: