



OzHarvest | Job Description

Your Position Title:	Food Donor and Agency Engagement Coordinator
Your Department:	QLD Team
You'll Report to:	QLD State Manager
Date :	January 2021

Your Key Relationships

You'll be part of the collaborative OzHarvest team, which includes the QLD State Manager, Logistics Team, Drivers, Head of Operations, OzHarvest staff and volunteers

You'll also work with external stake holders including Food Donors, Recipient Agencies, Strategic Partners and Corporate Volunteers.

What we're about

Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:

Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.

Nourish & Grow: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.

Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

About the role

The primary role of the Food Donor and Agency Engagement Coordinator is to improve donor and agency engagement and subsequently increase the total quantities of food being redirected from landfill to being redistributed for human consumption. The function of the Food Donor and Agency Engagement Coordinator is to manage relationships with our food donors and agencies, increasing the quantity of food rescued throughout QLD.

This includes undertaking and coordinating regular contact with donors and agencies to enhance the relationships and the quality of service that we offer, working closely with the Driver Team to improve food rescue results, and maintaining a working understanding of food rescue performance in QLD to ensure time is targeted in a proactive and effective way.

The Food Donor and Agency Engagement Coordinator role requires a proactive, forward thinking and well organised individual with excellent problem solving, relationship management and customer service skills.



Your Responsibilities

- Manage our donors to ensure that we access as much good food as possible, in as efficient a way as possible.
- Manage our agencies to ensure they are receiving the correct quantities of food safely and in line with OzHarvest policies and procedures.
- The role must maintain effective and accurate records of interactions and actions taken.
- Develop processes to ensure that OzHarvest connects and stays connected to all our food donors and agencies
- Regular contact in person and supported by phone and email with all our key food rescue donor and agency relationships, in order to ensure that we educate and improve relationships, while understanding their needs, manage expectations and deliver excellent service.
- Maintain an agreed target of on-site donor and agency engagement visits per month
- Management of relationships at all levels with all food rescue donors and agencies.
- Conduct site visits for new agencies to ensure they have the appropriate set up to handle and store food safely.
- Ensure all food is being distributed from agencies and no cost to the general public
- Revisit existing agencies to ensure their food drop off requirements have not changed.
- Support other QLD offices with Food donor and Agency Engagement.
- Be the advanced point of contact for any service issues with food donors and agencies and recover service excellence where possible, and escalate, if necessary.
- Work closely with the Driver Team day to day with donor and agency engagement issues, coaching them to achieve success, and leading the implementation of strategies to resolve specific problems
- Maintain best practice knowledge of all aspects of food rescue including donor engagement techniques, and food safety requirements
- Working with the marketing and communications team, lead the design of food donor collateral to educate our donors in efficient food rescue.
- Working with the logistics team, engage professional training/consulting educators to undertake training of the OzHarvest driver pool and logistics staff.
- Educate donors and agencies about our processes and procedures, including logistics and food safety.
- Manage Work Health Safety processes and procedures and ensure compliance
 - Ensure Government regulations and compliance are adhered to where necessary
 - Ensure safe working environment in line with WHS initiatives
 - Provide support to the QLD logistics team leader with day to day logistical tasks, including reporting

At OzHarvest we are a small family and all work together to contribute to ensure we are delivering on our purpose to Nourish our Country. In order to deliver on our purpose

- There is an expectation that for all major events we, as a family, come together and take on additional responsibilities to deliver a successful event
- We are mindful of delivering the best possible outcomes by maximising contributions and minimising costs where ever possible and we do this by:
- Seeking in kind work where ever possible, donations of goods the best possible quotes from suppliers and where possible in'kind support for the work that we do



- Direct any potential financial donor relationships to the fundraising team
- Volunteer out of hours to support our purpose
- Other duties as reasonable required

Personal Specifications

Qualifications

- Current driver's licence and good driving record and history
- Current and Valid Police Check
- Current and Valid Working with Children Check

Skills, Knowledge & Experience

- Experience in a customer service and relationship building role
- Experience in managing relationships with third-party providers
- Experience with supermarket operations and processes
- Experience in understanding and working with large food donors and their systems
- Excellent long term thinking and planning skills, balanced with ability to react quickly to events and to prioritise in a fast-moving environment
- Understanding of WHS legislation
- Experience with stakeholder conflict resolution
- Well-developed time management and organisational skills
- Strong computer skills including spreadsheet proficiency

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm towards the purpose of OzHarvest
- Energetic, positive and proactive
- Leadership focus
- Excellent problem solving acumen
- Ability to manage multiple stakeholders
- Ability to communicate to a diverse range of audiences
- Strong communications skills and the ability to build relationships with both internal and external stakeholders
- Ability to operate efficiently in a time pressured environment
- Strong customer service approach
- Ability to manage the physical requirements of the role



Employee Acknowledgement
I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.
Employees Name: _____
Signature: _____ Date: _____

OzHarvest Policies that apply to this role:

- Covid Policy
- Code of Conduct Policy
- Employment policy
- WHS Policy
- Leave Policy
- Flexible Work Arrangements Policy
- Communications Policy