



Nourishing Our Country

OZHARVEST | JOB DESCRIPTION

Your Position title:	Food Rescue Coordinator
You'll report to:	NSW Operations Lead
Classification	Full time
Headcount or hours/wk:	38 hours per week
Date:	June 2022

Your key relationships

The Food Rescue Coordinator is part of the collaborative OzHarvest team, which includes the NSW State Manager, NSW Operations Lead, OzHarvest Drivers, National Operations Manager and National Business Development Manager. You'll also work with external stakeholders including Food Donors and Recipient Agencies, Service Suppliers and Contractors

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

As a team leader of approx 6-8 drivers, the primary role of the Food Rescue Coordinator is to ensure actively manage the smooth running of the daily logistics within your team. You are the leader and decision maker in your space, motivating your team to achieve strategic goals around Quality, Quantity and Consistency. You work closely with your drivers, FRC's, and the NSW Operations lead to implement and continually improve processes and tools used to achieve these goals. You run all daily and forward planning operations in the Crittah system liaise with donors and agencies about the daily pickups and deliveries, ensure a safe and well maintained fleet, and adhere to all safety regulations, from a WHS as well as a food safety perspective

Your Key Responsibilities

Be a positive and effective team member and bring the OzHarvest values to life :

- Demonstrate each value in every one of your actions and decisions
- Contribute to the successes of your team by supporting your team mates to be the best they can be
- Communicate honestly and openly at all times



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Leading people and teams :

- Recruitment and induction of new drivers to your team
- Continuous conversations for the development and growth and management of your team
- Problem solve, provide solutions, advise and support your team
- Communicate openly and motivate your team
- Help your team be the best they can be at OzHarvest and beyond

Your Responsibilities will include :

- Lead your team of drivers to promote continuous improvement
- Work collaboratively with the team of Food Rescue Coordinators, NSW Support Team, and National Team to continuously assess efficiency of our logistics and support our continuous improvement
- Liaise with all other Food Rescue Coordinators to ensure consistency of excellent service across NSW
- Train and coach your team of drivers to be able to successfully carry out their roles
- Recruitment of new drivers into your team as needed
- Manage your team of drivers, including performance management, continuous conversations
- Brief and update your team of drivers as needed through email, meetings and slack
- Run design for your allocation of runs, in liaison with other Food Rescue Coordinators
- Coordinate day to day activity to manage food pickups and deliveries
- Record, monitor and delegate or action driver feedback and communications – verbal, voicemail, text, slack and email
- Receive enquiries relevant to your team to arrange a pickup or delivery of food, in a timely and professional manner
- Check messages to ensure calls are responded to as appropriate
- Resource allocation and forward planning of driver shifts for your team
- Maintain daily database (Crittah) updates
- Ensure and maintain run efficiencies, and provide ongoing feedback for run design to your fellow FRC and NSW Operations Lead
- Continually look for and implement ways to improve operational efficiencies within your team
- Allocation of OzHarvest vans for daily shifts, as appropriate
- First point of contact for your OzHarvest driver team while they're on the road during their shifts – assist with troubleshooting and solving problems that occur during the shifts, liaise between drivers, donors and agencies, whenever necessary, allocate work in accordance with what is reasonably manageable by the drivers
- Allocation of ad hocs pickups and drop offs
- Report and action on daily incidents
- Liaise with all OzHarvest people about food and other pick up and drop off needs – for events, C4AC, and others, as needed, and assist, where possible.
- Ensure Government regulations and compliance are adhered to where necessary
- Work with the WHS Manager to ensure safe working environment for your team
- Manage the driver rostering, leave and timesheets



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Personal Specifications
Qualifications <ul style="list-style-type: none">• Current driver's licence• Current and Valid Police Check• Current Covid 19 Vaccination Certificate
Skills, Knowledge & Experience <ul style="list-style-type: none">• Thorough understanding of the OzHarvest cause and values• Past experience in a logistics role• Commitment to create a positive team culture• Experience in managing internal and external relationships with stakeholders• Excellent problem solving and planning skills, balanced with ability to react quickly to events and to prioritise in a fast-moving environment.• Well-developed time management and organisational skills• Intermediate computer skills (or ability to learn) – MS Office
Personal Abilities and Aptitudes <ul style="list-style-type: none">• A strong commitment and enthusiasm toward the purpose and values of OzHarvest• Energetic, positive and proactive• Motivational and supportive teamwork skills• Ability to manage multiple stakeholders and multiple tasks• Strong communications skills and the ability to build and nurture relationships• Strong customer service approach• Ability to work effectively under pressure
Employee Acknowledgement <p>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.</p> <p>Employees Name: _____</p> <p>Signature: _____ Date: _____</p>