



Nourishing Our Country

## OZHARVEST | JOB DESCRIPTION

|                               |                                 |
|-------------------------------|---------------------------------|
| <b>Your Position title:</b>   | NSW & ACT Operations Lead Metro |
| <b>You'll report to:</b>      | NSW State Manager               |
| <b>Classification</b>         | Full time                       |
| <b>Headcount or hours/wk:</b> | 38 hours per week               |
| <b>Date:</b>                  | Nov 2023                        |

### Your key relationships

The NSW & ACT Operations Lead is part of the collaborative OzHarvest team, which includes the NSW State Manager, NSW & such as ACT Operations Lead Regional, City Managers, Food Rescue Coordinators, Food Rescue Engagement Coordinators, Fleet and Warehouse Managers, Project Leads, NSW Volunteer Coordinators, Impact team and National Operations Lead.

External relationships will include: Food Suppliers, Recipient Agencies and Strategic Partners, Corporate participants, Financial and Food Donors, Service Providers 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 an NSW & ACT Operations Lead Metro, you will lead a team of five staff. You will work onsite with your team at least 4 days a week.

The main function of the role is to manage decision-making, problem-solving and overseeing the success of:

- Food Rescue Coordinators (x2) across Zones A and B (Metro)

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- Food Rescue Engagement Coordinators (x2) across Zones A and B (Metro)
- Warehousing
- Support ongoing funding initiatives (including government relations) to support food rescue.
- The NSW Strategy, developing medium-term plans for the business.

Some of the programs you will oversee are funded by specific sources and aim to provide food relief to vulnerable people in NSW & ACT. You will collaborate with partners such as Local Government Authorities (LGAs) and the NSW State Governments to extend funding for these programs when needed.

The role will manage the reporting of projects, data analysis of delivery and the scoping and understanding of community needs.

### 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
- Work with or supervise volunteers in the important work they do at OzHarvest
- Engage with all communication platforms and content to ensure you are informed and connected
- Complete required learning, development and training

Leading people and teams :

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

*Responsibility Area 1 : Operations*

- Managing a team of Food Rescue Coordinators (x2) and Food Rescue Engagement Coordinators (x2) across Zones A and B (Metro) to ensure the continued growth, development and clear direction and expectations.
- Deliver on the food rescue & relief strategy and its targets
- Ensure all departments are run efficiently and safely and within OzHarvest policy and procedures.
- Provide weekly updates to NSW & ACT State Manager on operational delivery
- Oversee monthly reporting to Food Donors and Agencies
- Be the advanced point of contact for any service issues with food donors and agencies and recover service excellence where possible.
- Ensure all operations streams fulfil the need of vulnerable Australians within the funding guidelines



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#### *Responsibility Area Number 2: Warehousing*

- Oversee the Sydney Warehouse Manager to ensure safety and compliance across all areas
- Ensure the warehouse is clean, tidy and presentable for staff, volunteers and visitors

#### *Responsibility Area 3: Project Management*

- Improve donor and agency engagement and subsequently increase the total quantities of food being redirected from landfill to being redistributed for human consumption across your zones.
- Continue to build out a scalable and sustainable model for projects - including the tracking of labour, resources and rent
- Oversee Food Rescue data and trend analysis
- Support the teams with staff/volunteer rosters, including corporate engagement
- Assist with the research and development of any new projects in line with the NSW strategy – such as new hubs and markets

#### *Responsibility Area 4: Budget and Finance*

- Oversee the NSW budget across food rescue (and food relief when relevant)
- Track the budget on a monthly basis working directly with NSW State Manager and Finance team
- Track outputs and stats, and prepare updates to our Media/Impact team
- Work with the Business Services team to provide reports for funding acquittals

Other duties as required from time to time.

### **Personal Specifications**

#### **Qualifications**

- Proven experience in a business operational role managing a team
- Proven experience in project management
- Current driver's licence
- Current and valid Police Check

#### **Skills, Knowledge & Experience**

- Organised team leader
- Thorough understanding of the OzHarvest cause and values
- Experience in managing internal and external relationships with stakeholders, particularly volunteers
- 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 plus Salesforce

#### **Personal Abilities and Aptitudes**

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest
- Energetic, positive and proactive
- Ability to manage multiple stakeholders and multiple tasks
- Strong customer service approach



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- Ability to work effectively under pressure

**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:** \_\_\_\_\_