



POSITION DESCRIPTION

Community Engagement and Operations Manager

Division : Community Engagement and Operations

Award: SCHADS Level 7

Location: Clayton

About Our Village

Our Village is the new chapter in the story of St Kilda Mums, Geelong Mums and Eureka Mums. Turning pre-loved into re-loved so every child thrives.

Our vision is a future where we share more, waste less and care for every child. Our Village collects, sorts and redistributes essential nursery equipment, clothing, books and toys for babies and children in response to requests from a statewide network of social workers and Maternal and Child Health Nurses.

Position Overview

Reporting to the Head of Community Engagement and Operations, the Community Engagement and Operations Manager will be responsible for the delivery of the service that Our Village provides to social care, health, community and in the future education organisations (known as 'agencies'). This includes the receiving and processing of donated pre-loved items, the volunteering program that supports these activities, the receiving and processing of orders from case workers and others within the agencies and delivery of packed goods to these agencies.

Ensuring a positive experience for volunteers, service users and staff is key to this role, as is the efficient and safe operation of our warehouses.

The Community Engagement and Operations Manager will also act as Deputy to the Head of Community and Operations when needed.

Key Relationships

Internal	<ul style="list-style-type: none">● Volunteer and Operations Manager (Geelong) - Direct Report● Volunteer and Operations Coordinators - Direct Reports● Community Services Coordinators - Direct Reports● Supporter Experience Team● Volunteers
External	<ul style="list-style-type: none">● Social Welfare, Health, Community and other service delivery partners● Transport suppliers● Contractors

Primary Responsibilities

- Planning, Implementation and delivery of Our Village's service delivery strategy. Including but not limited to:
 - Warehouse logistics including layout, stock handling, receiving, processing and packing of pre-loved items and safe use of car parks
 - Transport logistics
 - Use of systems and technology to ensure the efficient running of warehouse operations and ordering/dispatching/delivery
 - Waste management systems, processes and contractors.
- Ensure consistency and alignment of service delivery across sites.
- Line management of staff
- Staff and volunteer training
- Supervision of contractors onsite.
- Lead and supervise delivery of the volunteer program - ensuring volunteer skills and experience is maximised across our operations
- Ensure that the OHS responsibilities of the organisation are fulfilled and that all staff understand their responsibilities.
- Close and productive working relationships with the Fundraising and Communications Team to ensure positive, accurate and timely communication to supporters (especially of goods and time), to promote the charity via warehouse tours, events, corporate volunteering etc. and to provide information for funding bids.
- Other tasks as required by line manager

Key Competencies / Skills

- A commitment to the vision and values of the organisation
- Inclusive - values diversity and leverages it in decision making
- Systematic thinker - able to develop and execute systems and processes that drive efficiency whilst being environmentally sustainable.
- Advanced technology understanding and skills eg Salesforce, Xero, Canvas
- Collaborative - keeps people informed and involved, seeks solutions and engagement from others, ensures teams work together effectively across physical locations and teams
- Ability to think on your feet and handle multiple competing priorities at once
- Innovative - always at the forefront of best practice. Welcomes change and is able to support others through change.
- Growth Mindset - proactive and positive at all times - seeks learning, gives and receives feedback positively and constantly improves systems, processes and themselves.
- Foster a positive working relationship with our distribution and donations networks. Ability to build and nurture relationships
- Pragmatic and calm approach to problem solving
- Excellent communication skills – both verbal and written

Experience - desirable

- Volunteer and staff management
- Warehouse and/or logistics management
- OHS management
- Budget management
- Contract and third party supplier management

Special Requirements

- The successful applicant must hold a current Working With Children WWC Check and be prepared to undergo a National Criminal History Check prior to commencement.
- The successful applicant must be willing to obtain a Level 3 First Aid certificate
- Travel between sites will be required

April 2025