

Position Description - Chief Impact Officer

Foodbank Victoria



POSITION:	Chief Development Officer	LOCATION:	Yarraville
		DIRECT REPORTS:	Partnerships Team
REPORTS TO:	CEO	APPROVED BY:	Chief Executive Officer - David McNamara
DATE PREPARED:	November 2020	CEO SIGNATURE:	

PURPOSE:

Foodbank Victoria is an independent not-for-profit organisation with almost 90 years' experience providing food relief to individuals and families experiencing hardship. We are the largest provider of food relief in Victoria, including in times of disaster as part of the State Relief and Recovery Team.

Our vision is healthy food for all Victorians, yet 1 in 5 Australians struggle to afford food and 1 in 5 children go to school or bed hungry. To ensure we can reach as many people as possible, we work with food donors across the supply chain to source food from farmers, manufacturers and retailers.

We work with more than 450 charity partners across the state to feed more than 100,000 people a month – nearly one-third of whom are children.

In 2018/19, we were able to distribute more than 10 million kilograms of staple, fresh and frozen foods, personal hygiene items and household products. This volume is the equivalent of putting 17.3 million meals on tables for people in need.

The Position

The Chief Development Officer's primary responsibilities include: providing oversight for a designated portfolio of Foodbank Victoria's programs and services, focusing on those that involve food distribution; assessment of community needs and how to best meet those needs; program development and evaluation; fostering community relationships and partnerships; and staff management. Chief Development Officer provides leadership for program planning and budgeting.

The ideal candidate for this position is strongly motivated by Foodbank Victoria's (FBV) mission and demonstrates a strong commitment to equity and service to marginalised communities. We seek a compassionate and insightful leader with a collaborative work style who is an active listener, supportive team builder, open-minded, accountable, and comfortable working in a complex non-profit organisation. The ideal candidate has excellent supervisory and program management skills and can effectively balance administrative and direct service needs.

ACCOUNTABILITIES:

KEY RESULT AREA	PERFORMANCE STANDARDS
Direction of FBV programs	<ul style="list-style-type: none"> Direction and oversight for an assigned portfolio of FBV programs, working in close collaboration with the Food Programs & Partnerships team (see attached list of assigned programs, subject to adjustment). Support and design program responses to food insecurity that provide choice and dignity to people experiencing food insecurity. Facilitate State and assist in nation-wide assessments of hunger and food insecurity.

	<ul style="list-style-type: none"> • Assist staff to share public information about programs and services. • Act as the point person for all pandemic or emergency-related community food distribution requests. • Guide organisational readiness to provide applicable programs and services to the community in event of a disaster or emergency and guide the level of readiness of partner agencies. • Work with appropriate staff to write and submit grants. Assist with documenting and reporting grant outcomes.
Community Partnerships	<ul style="list-style-type: none"> • Develop and oversee relationships with community partners operating in health, human services, anti-poverty, and disaster preparedness areas to understand community factors and position FBV as a primary contributor. Recent examples include representation on the State emergency control centre working group, Food policy task Force and regional distribution network • Develop relationships with food assistance organisations to identify trends, develop innovative service delivery models and share best practices. • Establish local Community consultation committees by region to better understand local food issues to inform program development and advocacy campaigns. • Make public presentations and media appearances. • Advocate for food and hunger-related issues affecting those who seek food assistance from FBV and its network of partner agencies.
Manage organisational functions	<ul style="list-style-type: none"> • Lead and implement business strategies, plans and processes. • Set comprehensive goals for performance and growth that align with FBV strategy. • Establish processes and programs that promote Foodbank Victoria culture and vision. • As a member of the Executive team, directly contribute to the development of agency strategies, policies, and organisational culture. • Exhibit leadership on complex situations that often requires skill in change management. • Evaluate performance by analysing and interpreting data and metrics. • Write and submit reports to the CEO and board as required. • Manage relationships with partners and stakeholders. • Ensure all operations are carried on in an appropriate, cost-effective way. • Ensure the organisation's processes remain legally compliant. • Empower partners to deliver innovative and flexible programming. • Establish a risk mitigation framework for our agency partners to ensure food safety, charitable tax status and client rights.
Lead the team.	<ul style="list-style-type: none"> • Effective management of direct reports, suppliers and volunteers within the department. • Ensure FBV's values and goals are understood and practised throughout the team. • Ensure that the Annual Plan for the department and individuals are developed and met. • Perform regular reviews with employees, identifying and resolving performance issues, training and development requirements.

	<ul style="list-style-type: none">• Maintain a climate that attracts, retains and motivates staff and volunteers.	
Budget	<ul style="list-style-type: none">• Develop, monitor and manage the budget in conjunction with department leads to manage expenses, analyse variances and initiate corrective actions and spending adjustments to achieve financial objectives.• Monitor and contribute to forecasting process.• Contribute to the development of financial reports to maintain accurate records of performance against target• Adhere to spending policies and procedures.• Manage government contracts.• Build on FBV's reputation as a high-performing steward of donor resources.	
Occupational Health and Safety	<ul style="list-style-type: none">• Ensure that Occupational Health and Safety standards and procedures are maintained by all employees, volunteers and visitors within your department.• Encourage continuous improvement in OHS practices by recommending changes and implementing agreed improvements.	
Self-management	<ul style="list-style-type: none">• Other duties as assigned.• Represents FBV to the public with knowledge and integrity.• Attends the following regularly scheduled meetings: All Staff, Executive Team, regular team and staff meetings.• Inform team members and other departments of relevant information as appropriate.• Willingness to undertake training and development opportunities as appropriate.• Effective time management and organisational skills demonstrated through ability to meet deadlines.• Demonstrate the Foodbank Victoria values of empowerment, accountability, respect and integrity in all work activities.	
Authorisation Level	<ul style="list-style-type: none">• This position has responsibility for income and expenditure for the department as outlined in the Annual Budget approved by the Foodbank Victoria Board in June of each year.• Authority to incur expense and make agreements as per Policy005 Authorities and Financial Delegations.• All employment decisions must be approved by the CEO.	
Physical Requirements	<ul style="list-style-type: none">• Ability to perform standard office based tasks including computer use.• Occasional lifting of items up to 10kg using safe manual handling techniques.	
KEY PERFORMANCE INDICATORS:		
PERFORMANCE & WEIGHTING	INDICATOR	MEASURES
1. Achievement of Key Results	<ul style="list-style-type: none">• Development team works efficiently and effectively.• Department budget.• Annual Plan.• OHS Standards.	<ul style="list-style-type: none">• Achievement of Budgeted targets.• Costs controlled within Budgeted limits.• Programs are aligned with strategy and achieve their intended impact.• Annual Plan achieved and revised each year with new goals identified and implemented.
2. FBV Values and Policies	<ul style="list-style-type: none">• Ensure a safe and healthy working environment.• Treat fellow staff, clients, suppliers, all others and	<ul style="list-style-type: none">• 100% compliance with Foodbank Victoria's policies and procedures.

	<p>the environment with dignity, courtesy and respect.</p> <ul style="list-style-type: none">• Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment & bullying.• Accept responsibility and accountability for our actions, work performance and the use of property.• Act in ways that maintain our integrity, reputation and the confidentiality of information of all stakeholders.• Act in the spirit, as well as the letter, of the law and Foodbank Victoria’s policies.• Report and act upon any known violations of Foodbank Victoria policies.	<ul style="list-style-type: none">• Take part in 1 internal workplace audit every 12 months.• No reported breaches in confidentiality.• All known violations of these FBV guidelines reported to line manager.	
3. Team Performance	<ul style="list-style-type: none">• Provide a flexible and stimulating workplace that encourages honest and effective communication.• Nurture a culture of mutual trust, support and encouragement where everyone’s contribution is recognised equally.• Commit to the achievement of Foodbank Victoria’s goals and objectives in a manner that promotes enjoyment and satisfaction in our work.• Celebrate excellence.• Act and communicate ethically with all stakeholders.• Adhere to ethical purchasing procedures.• Avoid all conflicts of interest.	<ul style="list-style-type: none">• >90% Team meetings attended.• Training programs are achieved.• Review discussions completed.	
BEHAVIOURAL COMPETENCIES:		REQUIRED (yes/no)	PRIORITY (H,M,L)
Conceptual Thinking - Considers how things fit together. Sees patterns or trends, makes the complex simple.		Y	H
Acting Decisively- Takes action despite obstacles. Makes decisions quickly and in a crisis.		Y	H
Strategic Orientation - Understands, contributes to and aligns work/priorities to strategic business strategies.		Y	H
Focus On Improvement - Sets and works to meet stretching goals. Makes improvements to systems and own work methods.		Y	H

Impact And Influence - Knows own impact and able to persuade others and build alliances.	Y	H
Customer Service Orientation - Takes personal responsibility for customer satisfaction. Addresses customer needs.	Y	H
Leadership - Promotes team effectiveness. Facilitates involvement, removes roadblocks and shares a compelling vision.	Y	H
Developing And Coaching Others - Gives guidance and feedback. Creates development opportunities and helps others to grow and develop.	Y	H
Self-Management - Knows own reactions and feelings, able to respond calmly and manage stress effectively, operates with honesty and integrity.	Y	H
Teamwork and Co-operation - Co-operates and participates positively in the team. Values and encourages others input.	Y	H
Commercial Acumen - Understands key business drivers and market place. Able to anticipate trends. Seeks to broaden own knowledge.	Y	H
Flexibility - Looks for alternatives, tries new methods, learns new skills and takes on different roles.	Y	H

KEY SELECTION CRITERIA:

QUALIFICATIONS	EXPERIENCE	COMPETENCIES
<ul style="list-style-type: none"> Bachelor's degree or higher and significant relevant work experience preferably to include planning, program development, program evaluation, program or project management. Hold and maintain a current driver's license with a safe driving record, and be prepared to drive. Professional development training undertaken. Willingness to undertake a criminal record check. 	<ul style="list-style-type: none"> Demonstrated experience in a senior management / leadership role. Excellent communication and interpersonal skills. Strong public speaking skills. Experience working with one or more communities of CALD and Indigenous community. Excellent research and analysis skills. Ability to understand, negotiate and monitor contractual documents. Professional or volunteer experience with social services, foodbanking, hunger relief programs and/or community food systems work preferred. Demonstrated experience in meeting KPIs and growth targets within a similar sector. Excellent understanding of the not for profit business environment. Knowledge of data analysis and performance/operational metrics. Ability to solve problems, manage multiple priorities, and move complex projects forward while paying attention to details and deliverables. 	<ul style="list-style-type: none"> Seeks feedback and responds appropriately. Copes with change, effectively. Takes initiative. Works hard to meet and exceed accountabilities. Makes others feel valued. Is reliable, consistent and fulfils commitments. Maintains confidentiality. Works collaboratively. Plans and organises work efficiently and effectively. Understands our markets, supply chain and operations. Identifies opportunities to grow or improve the organisation. Resourceful. Innovative.

	<ul style="list-style-type: none">• Proficiency using Microsoft Windows and Office software, specifically Word, Excel, Outlook, and other software productivity tools.	
I have read, understand and agree to this position description:		
Name:		
Signature:		
Date:		