

POSITION DESCRIPTION

Position:	Warehouse Support
Reports To:	Warehouse Manager
Direct Reports:	NIL
Hours:	25 hours a week 8 am start essential. Monday - Wednesday 8am - 3pm Friday 8am - 2pm
Location:	Thomastown Head Office with the possibility of some visits to Airport West and Tarneit Hubs
Contract Length:	12 months
Remuneration:	SCHADS Level 3.1 + NFP packaging

WAREHOUSE SUPPORT

Position Objective:

The Warehouse Support role reports to the Warehouse Manager and works closely with the Warehouse Manager, Volunteer Manager, and other members of the Big Group Hug (BGH) on-site Operations Team manning the front desk, managing stock levels, rearrangements and reallocations, supporting volunteers, setting daily tasks, purchasing, general admin and on-site relief as required, to assist in achieving the goals of Big Group Hug (BGH); primarily the collection and redistribution of new and pre-loved baby goods, books, toys and nursery equipment to families in need. Some driving may also be required for deliveries and or collections of material aid.

The Warehouse Support is a highly motivated team member, working in a part-time capacity, from our Thomastown location, with some visits to Airport West and Tarneit Hubs.

The role works closely with volunteers providing on-site support and resources as required. The role also collaborates with the Request Coordinator, Volunteer Coordinator and Fix-IT Coordinator and Volunteer Support.

This role can be physically demanding at times and involves lots of walking, lifting, pushing, pulling etc.

About Big Group Hug

Big Group Hug is a volunteer-driven, not-for-profit organisation founded in 2014. Head Office is based in the northern suburbs of Melbourne, in Thomastown. We have satellite locations in Airport West and Tarneit. Big Group Hug supports vulnerable and disadvantaged families in need, by providing new and pre-loved goods to help these families care for their children, aged from newborn to 16-year-old.

Our core belief is that all children deserve the best start in life, so for us, the child is the focus of everything we do. Our team is made up of over 350 individuals/volunteers who are determined and committed to assisting every family who asks for help.

KEY RESPONSIBILITIES

The Warehouse Support role will be responsible for on-site support at the main BGH Warehouse. This includes:

1. Front Desk / Reception

- Greet donors, accept donations and thank donors
- Identify major donors or large donations, take photos for thank you posts and communicate to other members of the team
- Converse with donors to share the work Big Group Hug does, capture any perspective leads and communicate to other members of the team
- Hand out material aid to Case Workers
- Ensuring front area is tidy and safe
- Triage donations at front door and moving stock to appropriate area in the warehouse

2. Stock Management & Warehouse Support

- Identify daily priorities and tasks and communicate them to the Warehouse Volunteer Team
- Warehouse stock rearrangements, condensing items on shelves to allow for overstock
- Stocktake and inventory level checks
- Move stock between warehouse, hubs and off-site storage
- Identification of items we need and items we need to pause accepting
- Warehouse safety audit and support of warehouse OHS activities (e.g. chemical register updates)
- Ensuring warehouse is clean, neat and walking areas are clear
- Liaise with other organisations to redirect excess stock to
- Assisting other members of the warehouse team with difficult tasks e.g. lifting, van loading and unloading
- Task identification and setup for group volunteering session (workplaces and schools)
- Evening volunteering sessions: identify and assign tasks beforehand, setup tasks and communicate these to session supervisors
- Documenting warehouse procedures and reference material to support safe and efficient on-site operations and site to site operations
- Wheel out bins

3. General Administration

Support the Warehouse Manager to:

- Triage and manage administration related correspondence
- Process expense claim forms and invoices with Accounts Team
- Manage petty cash transactions
- General printing and filing

4. Purchasing

Support the Warehouse Manager to:

- Purchase and track warehouse consumables (e.g. milk, tea/coffee), various supplies (e.g. stationary) and hardware parts (e.g. missing baby hardware parts, mattress protector covers etc)
- Grant purchasing including, developing relationships with suppliers, identification of suitable items, obtaining quotes, purchasing (online and in store), tracking and cataloguing (including photos) and saving invoices
- Liaise with and place orders through 3rd party suppliers, including issuing thank you letters
- Collect online orders in store

5. Miscellaneous

- Assist Volunteer Coordinator with purchasing items for Volunteer events
- Letterbox mail collection, sorting, scanning and filing
- Weekly formula order collection
- Parcel collection, item cataloguing and placement in appropriate section of warehouse
- Chair meetings and minute taking
- Support Warehouse Manager and Warehouse Team as required
- Liaise with Airport West and Tarneit hub teams
- Respond to donation related queries from other members of the Big Group Hug team
- On-site relief for various warehouse tasks, to meet BGH's objectives. Such as:
 - Material aid pack preparation
 - Van driving (requires a standard driver's licence)

CAPABILITIES AND BEHAVIOURS

- Excellent and proven organisational skills
- Exceptional attention to detail
- Positive mindset
- Exceptional and proven customer service skills
- Excellent and proven time management skills. planning, and organisational skills
- Highly developed and proven communication skills both written and verbal
- Independent and motivated – a self-starter who likes to take initiative
- Thrives acquiring new knowledge and skills, and has a willingness to learn and continuously improve
- A multi-tasker who can work well under pressure, to deadlines, and meet shifting priorities
- A supportive individual who enjoys working alongside volunteers, building confidence in others, and contributing positively to a small, tight-knit team
- Ability to work independently and as part of a small team
- Comfortable working in a warehouse environment
- Adaptable and able to work in a fast-paced environment
- Proficient in using a range of Microsoft Office packages: in particular, Teams, Excel, SharePoint and Word
- Successful candidate will require a
 - Working with Children's check
 - Police Check

- Valid standard driver's license
- The following would be highly regarded:
 - Experience working in a warehouse
 - Experience working for a not-for-profit organisation
 - Volunteering experience or working with volunteers
 - Occupational Health and Safety (OH&S) and risk management experience

APPLICATION PROCESS / INTERESTED? APPLY TODAY!

We welcome your application and ask that you please provide your Resume and Cover letter, broadly addressing the key selection criteria highlighted.

All applications will be assessed based on previous relevant experience against the selection criteria and will undergo a multi-step recruitment process.

Interviews will commence as applications are received and a successful candidate may be selected before the job ad closes.

IMPORTANT INFORMATION

Big Group Hug values and encourages diversity, inclusion, and equity in all our services, programs, and practices.

Big Group Hug is a child safe organisation and is committed to ensuring the safety and wellbeing of all children, always. All Big Group Hug services, programs and practices are following Victoria's Child Safe Standards.

Big Group Hug is committed to the principles of continuous quality improvement (CQI) in all aspects of its operations, service delivery and governance. We place the highest priority on the safety and wellbeing of those we support and provide services to.

All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.

Please do not apply if you are a prohibited person or if you will not agree to proceed with these checks if it is requested.

DIVERSITY, EQUITY AND INCLUSION

We are committed to ensuring diversity, inclusion and equity are embedded throughout our organisation for the benefit of all our clients and our staff. We believe our people are our greatest asset and by supporting and incorporating their diverse talents, knowledge, perspectives and experiences, we can strengthen our relationships with the communities we work with.

Our focus is on eliminating discrimination in the services we deliver and the workplace we provide. Being a diverse and inclusive organisation that supports and enables equity, goes to the heart of our work and supports our strategic intent – “Building an organisation and culture that is supportive, responsive and sustainable”.