

POSITION DESCRIPTION

Job Title:	Logistics Manager - VIC
Business Unit:	Red Nose Clothing Collections
Reports To:	National Manager
Direct Reports:	VIC warehouse staff, volunteers and other workers
Location	RNCC-VIC Warehouse - 5/22 Edelmaier Street, BAYSWATER VIC 3153
Award Classification	N/A
Hours	Full time (38 hrs per week, Mon-Fri)
Date created/updated:	18 December 2024

About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

The Red Nose Clothing Collection and Recycling Program (RNCC) is a social enterprise run by Red Nose. We collect donations of pre-loved clothes and household goods and recycle them through our retail shops in partnership with Savers. Every dollar we make is invested back into our programs to support families and save little lives.

RNCC currently operates in VIC, SA and NSW.

Position Purpose

The Logistics Manager is a senior role within the RNCC department, responsible for leading and managing all RNCC-VIC logistics functions to ensure safe and efficient operations. This role plays a critical part in maintaining a safe working environment during on-site activities and throughout collections and deliveries, prioritising the wellbeing of staff and contractors.

The Logistics Manager oversees the accurate management of all stock, including intake, outgoing movements, and secure storage. This includes maintaining meticulous stock records and ensuring the warehouse schedule is organised and up to date. Strong reporting and analysis capabilities are essential to support operational insights and decision-making.

A key focus of the role is the effective management of staff and contractors, ensuring high performance standards. The Logistics Manager also leads the coordination of existing and new intake channels, such as all existing and new contractors, ensuring these processes are fully mapped, scheduled, and optimised to meet operational requirements.

This position ensures adherence to all organisational policies, procedures, and contractual agreements and contributes to the success of RNCC through values-based leadership, adaptability, and operational excellence. Acting as the public face of RNCC-VIC, the Logistics Manager fosters strong internal and external relationships, promotes safe practices, and ensures seamless operational delivery.

Key Internal Relationships

- Clothing and Collections Teams nationwide

Key External Relationships

- General public and regular donors
- Business Collaborative Teams including Retail Teams

Key Tasks	Key Performance Indicators
<p>Team Leadership</p> <ul style="list-style-type: none"> Lead, support, and mentor warehouse staff, drivers, and contractors to maintain high performance and alignment with organisational standards Deliver or coordinate training sessions to address skill gaps and enhance team capabilities Act as the key point of contact for drivers, providing instructions, addressing concerns, and ensuring effective communication between office and field operations. <p>Health and Safety</p> <ul style="list-style-type: none"> Ensure a safe working environment by implementing and enforcing WHS policies and vehicle safety standards. Investigate and resolve operational incidents to prevent recurrence. <p>Stock Management</p> <ul style="list-style-type: none"> Supervise and ensure accurate intake, storage, and movement of stock, including tracking donation sources and approving invoices. Facilitate and manage accurate stock takes annually <p>Reporting and Analysis</p> <ul style="list-style-type: none"> Produce timely detailed reports on stock levels, operational performance, and collections/deliveries. Analyse data to identify trends and support operational improvements <p>Scheduling and Coordination</p> <ul style="list-style-type: none"> Manage the warehouse calendar, ensuring smooth coordination of rosters, deliveries, and collections Optimise routes for efficiency and cost effectiveness <p>Channel and Relationship Management</p> <ul style="list-style-type: none"> Manage existing intake channels (e.g., kerbside collections & regulars), and develop new intake opportunities as needed. Build strong relationships with donors, contractors and stakeholders <p>Policy and Compliance</p> <ul style="list-style-type: none"> Ensure staff and contractors adhere to organisational policies, procedures, and legal requirements Prepare for and manage audits to maintain compliance <p>Resource and Budget Management</p> <ul style="list-style-type: none"> Allocate resources effectively, including vehicles and equipment Ensure all vehicles are maintained and inspected regularly, addressing repairs or replacements promptly to minimise downtime 	<p>Stock Accuracy Rate</p> <ul style="list-style-type: none"> Maintain accurate stock records with discrepancies below +/- 10% <p>Timely Reporting</p> <ul style="list-style-type: none"> Submit operational reports (e.g., stock levels, warehouse activity, deliveries efficiency) with 90% on-time completion. <p>Safety Compliance</p> <ul style="list-style-type: none"> Achieve zero preventable WHS incidents and ensure 100% adherence to safety processes Completion of all policy and procedure refreshers – following and improving upon the warehouse calendar <p>Operational Efficiency</p> <ul style="list-style-type: none"> Improve delivery efficiency (e.g., reduced costs and travel time). Enabling efficient stock loading at a rate of 100% Achieve a 95% on-time delivery and collection rate <p>Team Performance</p> <ul style="list-style-type: none"> Maintain high staff retention rates and achieve strong employee satisfaction survey results <p>Budget Adherence</p> <ul style="list-style-type: none"> Ensuring all operations remain within budget Provide financial forecasts by the beginning of February annually <p>Compliance</p> <ul style="list-style-type: none"> Eliminate non-compliance issues Ensure 3rd party contractors meet 80% of contractual obligations in year one. <p>Downtime Reduction</p> <ul style="list-style-type: none"> Minimise operational downtime to less than 10 hours per month. <p>Stakeholder Satisfaction</p> <ul style="list-style-type: none"> Achieve at least 90% satisfaction in stakeholder feedback

Key Tasks	Key Performance Indicators
<ul style="list-style-type: none"> • Manage the logistics budget, ensuring operations remain within financial limits <p>Continuous Improvement</p> <ul style="list-style-type: none"> • Identify and implement processes to streamline logistics processes, improve productivity, and enhance service delivery. <p>Emergency Planning and Response</p> <ul style="list-style-type: none"> • Develop and implement contingency plans for disruptions such as vehicle breakdowns or delays. <p>Upholding Organisational Values</p> <ul style="list-style-type: none"> • Represent Red Nose with professionalism and compassion, ensuring all operations align with the organisation's mission and values. • Other tasks as reasonably requested 	

Experience & Qualifications	
Essential	<ul style="list-style-type: none"> • Diploma or degree in logistics, supply chain management, business administration, or a related field. Equivalent professional experience may be considered. • Valid Victorian driver's licence. • Current first aid certification. • Current forklift licence with at least 2 years of practical experience.
Desirable	<ul style="list-style-type: none"> • An MR licence and experience driving larger vehicles or managing a fleet (2+ years) are advantageous • Proven experienced managing complex logistics operations in a comparable managerial role.

Skills & Technical Expertise	
Essential	<ul style="list-style-type: none"> • In-depth understanding of Australian WHS laws and practices, with a focus on warehouse and vehicle operations. • Proficiency in Microsoft Excel for data analysis, reporting and operational planning, and other relevant software (e.g., warehouse or logistics management systems). • Excellent verbal and written communication skills for reporting, stakeholder engagement, and team leadership. • Demonstrated ability to manage budgets, monitor expenses, and optimise resources effectively. • Proven ability to manage competing priorities and meet tight deadlines in a fast-paced and dynamic environment. • Familiarity with relevant Victorian and Australian laws, including road safety, transport regulations, and compliance requirements not-for-profits, particularly in logistics and transport operations. • Experience using communication and collaboration tools (e.g. RingCentral, Teams) is a plus.

Personal Attributes	
Essential	<ul style="list-style-type: none"> • Demonstrates behaviour strongly aligned to the values of Red Nose • Problem solving mindset with a proactive approach to fostering a thriving team and clothing collection operation



Personal Attributes	
	<ul style="list-style-type: none">• Friendly, respectful and approachable, fostering strong internal and external relationships• High level of personal accountability and self-drive, with a positive, solution focused attitude• Demonstrates empathy, kindness and integrity, with strong diplomacy and tact in managing relationships and challenges.
Alignment with Red Nose Values	<ul style="list-style-type: none">• Welcoming – creating spaces of comfort, collaboration and belonging• Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them• Accountable – demonstrating integrity in everything you do• Respectful – valuing the contributions of all• Everyone together– working with passion for our cause

Quality, Safety and Improvement	
	<p>Red Nose Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none">• Exercising a duty of care for own health and safety and the health and safety of others• Acting in accordance and complying with all relevant Safety and Quality policies and procedures• Identifying risks, reporting and being actively involved in risk mitigation strategies• Participating in and actively contributing to quality improvement programs• Complying with all relevant competency standards

Checks – employment subject to:
<ul style="list-style-type: none">• Police Record Check• Current Australian Licence• Current Forklift Licence• Working with Children Check• Full Australian work rights

Authorisation
Position authorised by: Alex Coles
Employee signature: _____
Date: ____ / ____ / ____