

POSITION DESCRIPTION

Job Title:	RNCC State Manager NSW
Business Unit:	Red Nose Clothing Collections
Reports To:	National Manager RNCC
Direct Reports:	RNCC drivers and support staff
Location	RNCC-NSW (Regents Park & WFH)
Award Classification	N/A
Hours	Full Time 38hrs per week. 7:30am – 3:36pm Mon-Fri
Date created/updated:	July 2025

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 RNCC NSW/WA State Manager is a pivotal leadership role within Red Nose Clothing Collections (RNCC), responsible for strengthening NSW operations. Based initially in Regents Park with a mix of on-site and work-from-home duties, the role combines hands-on operational responsibilities with senior-level strategic oversight.

The State Manager will lead by example, managing daily logistics, ensuring operational excellence, building strong local partnerships, and overseeing a network of staff and contractors. The role includes physical tasks such as driving and warehouse work, whilst also overseeing the broader NSW logistics function and identifying opportunities for growth. These include securing regular donors, developing stock redistribution partnerships, and scoping new depot or storage locations.

A project-based, solutions-focused approach is essential to support fast-paced growth and increase revenue to fund Red Nose's vital programs. This is an ideal role for someone with leadership ambition, a passion for community impact, and a practical blend of logistics, stakeholder engagement and business development skills.

Key Internal Relationships

- RN Clothing and Collections Teams Nationwide

Key External Relationships

- General public and regular donors
- Retail Teams
- Contractors

Key Tasks

Operational Stabilisation and Analysis

- Analyse donation streams (kerbside, regulars, corporate) to identify gaps and opportunities
- Uphold RNCC service standards whilst streamlining logistics, increasing incoming

Key Performance Indicators

- 95%+ on-time completion of scheduled collections

Key Tasks	Key Performance Indicators
<p>stock, manage the existing team, and onboarding new hires</p> <ul style="list-style-type: none"> • Assist with site operations at Regents Park (ensuring service excellence for our retail partner) • Coordinate Contractors and basic data reporting – train staff to facilitate reporting excellence • Identify potential regular donors or host sites and formulate strategic plan to onboard • Manage NSW driver operations daily, ensuring adherence to WHS policies and procedures • Act as daily point of contact for route troubleshooting, roster gaps, and safety concerns • Analyse and align budgets and forecasts with 5 year strategic plan <p>Leadership Development & Local Growth</p> <ul style="list-style-type: none"> • Supervise and support the on-boarding of NSW-based drivers and contractors • Develop and maintain relationships with external stakeholders • Build relationships with local government and identify any incoming stock opportunities • Build relationships with local businesses, schools, and community groups for regular donation pickups with support from internal staff • Research and recommend potential cost effective storage solutions as donation volumes grow • Report project progress and budget alignment weekly and monthly <p>Strategic Coordination & Business Development</p> <ul style="list-style-type: none"> • Lead end-to-end NSW logistics operations, ensuring delivery of KPIs across staff, stock and service levels • Collaborate with National Manager on new collection territories and develop staffing plans • Secure regular donation sites and establish bin rotation schedules or on-call collection lists • Identify high-traffic or under-served areas and recommend micro-depot opportunities • Represent Red Nose with professionalism at local networking events or business meetings, including public speaking when required • Monitor NSW stock flow, arranging inter-site transfers as required to maintain continuity 	<ul style="list-style-type: none"> • Minimum 5 new regular donor leads or partnerships identified per month • Increase in NSW donation volumes by at least 40% within 12 months • Weekly operational reports submitted with donor feedback, stock figures and team updates • Safe and positive contractor engagement with less than 1 issue per quarter • New drop-off zones, temporary storage spaces, or bin placements scoped and reported • High stakeholder satisfaction and alignment with RNCC service values • Positive employee engagement data • Consistently demonstrates Red Nose values in all interactions • At least one process improvement idea per quarter • Supports a culture of continuous improvement and shared learning by documenting new processes or findings for team use at least every two months • Hits incoming stock targets within 6 months • Active engagement with the 5 year strategic plan • Formulates and tracks budgets to a 90% accuracy rate, reporting and generating reports weekly and monthly

Experience & Qualifications

Essential	<ul style="list-style-type: none"> • Experience coordinating or mentoring team members, contractors, or volunteers • Sound understanding of workplace safety principles, particularly related to driving, manual handling, logistics and warehouse environments, associated qualifications are required. • Thorough knowledge of growing collection channels, retail operations and project management • Proficiency in spreadsheet creation, written communication, and basic data management. • Experience working with warehousing, logistics or stock systems, a minimum of 8 year's experience • Proven stability and commitment in employment, such as such as progression within a company or remaining in roles or organisations over multiple years • Familiarity with data integration and automation tools. • Current First Aid certification.
Desirable	<ul style="list-style-type: none"> • Previous experience in not-for-profit or social enterprise settings. • Knowledge of Sydney's Western Suburbs, industrial zones, and key arterial routes

Skills & Technical Expertise

Essential	<ul style="list-style-type: none"> • Strong verbal and written communication skills • Proven ability to work independently, proactively and with minimal supervision • Leadership – The ability to motivate others, lead by example, and take initiative. • Driving & Route Experience – Safe and experienced driver; comfortable with variable schedules and physical work. • Communication – Clear and respectful communicator across diverse audiences, with proven ability to represent an organisation professionally in external settings • Organisation – Strong time management with the ability to manage competing priorities in fast-paced settings. • Data & Reporting – Attention to detail and skilled in data capture, spreadsheets, reporting, and budgeting. • Problem-Solving – Able to quickly identify issues and suggests practical solutions. • Community Engagement – the ability to build strong positive relationships with donors, businesses, schools, and local groups. • Adaptability – Versatile across physical, administrative, and team-support tasks. • Business Development – Confident building stakeholder relationships, identifying opportunities, and managing informal lead pipelines. • Mission Alignment – Able to speak clearly and passionately about RNCC's social impact and goals.
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Personal Attributes

Essential	<ul style="list-style-type: none"> • Flexible and adaptable, with a "wears many hats" mindset. • Collaborative team player with a practical, hands-on approach. • Values-driven, positive, and solutions-focused in dynamic environments. • Physically capable of performing manual handling, driving and warehouse-related tasks • Passionate about social impact and confident communicating the RNCC mission
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

	<ul style="list-style-type: none"> • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working with passion for our cause
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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 their own health and safety, and the health and safety of others. • Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation. • Identifying and reporting risks promptly and participating in risk mitigation. • Engaging in quality improvement initiatives. • Demonstrating culturally competent practices that respect and meet the needs of individuals, groups and communities, including Aboriginal and Torres Strait Islander peoples. • Completing all required safety and quality training to maintain compliance and competency standards. • Adhering to all relevant clinical and competency standards. • Applying person-centred approaches, where relevant to their role • Maintaining required certifications, licences, qualifications and background screening check requirements.
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Checks – employment subject to:

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

Authorisation

<p>Position authorised by: Alex Coles</p> <p>Employee signature: _____</p> <p>Date: ____/____/____</p>
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