

Title:	Op Shop Driver
Business unit:	Community & External Relations
Location:	Uniting Op Shop Hub – 899 La Trobe Street, Delacombe VIC 3356
Employment type:	Casual
Reports to:	Area Manager, Op Shops

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Uniting Op Shops have been serving Victoria for over 60 years and are more than a shop front. They are living homes of the circular economy, access to affordable goods, and modern troves filled with treasure. They are enlivened communities making the world a better place through daily action, creativity, and connection.

The role of Op Shop Driver is critical to the success of our Op Shops. Our Drivers provide support to the operations of the warehouse, Op Shops, and servicing of donation bins. They support and supply Op Shops with quality stock by collecting, transporting, and distributing stock as directed by the Warehouse Supervisor or Area Manager. Our Drivers work across the full network of Op Shops and community placed donation bins.

2. Scope

Budget:

As a member of the Community & External Relations directorate, the Op Shop Driver will take direction from the Area Manager to achieve targets and expectations, and ensure spending is in line with budget and expense processes.

People:

Op Shop Drivers may have a small number of volunteers reporting to them and will work alongside a cohort of staff and volunteers. Op Shop Drivers will report to the Area Manager, Op Shops.

3. Relationships

Internal

- Team members – employees and volunteers
- Warehouse Supervisors
- Area Managers
- Senior Manager.

External

- Donors, customers and consumers
 - External volunteers
 - Suppliers and service providers
 - Export companies
 - General public.
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4. Key responsibility areas

Service delivery / profitability:

- Loading and unloading of stock and rubbish.
- Loading and unloading of donated product, shop orders and returns from shops.
- Follow a run sheet of work schedule as directed by the Area Manager, this may include donation bin management, shop orders, waste removal or other duties as required.
- Assist the Warehouse Supervisor with the day-to-day operations of the hub.
- Use warehouse equipment such as an electric stacker, pallet jacks, and forklifts to place and remove stacked stillages, pallets, and other equipment as required and place goods on high level shelves and racking.
- Provide support to the Area Manager, sorters, and other team members.
- Comply with health and safety regulations to ensure a safe environment.
- Maintain a clean and tidy work area.
- Engage with the Area Manager and team members with ideas and ways to improve processes.

Quality and risk:

- Always follow safe driving practices in line with local legislation and best practice, including maintaining a valid driver's license and sound driving record, reporting any changes to the Area Manager.
- Maintain vehicles and report on any concerns, hazards, or faults.
- Report any vehicle accidents, damage or near misses to the Area Manager as soon as possible.
- Ensure transport and warehouse processes are conducted safely and efficiently.
- Ensure sites, donation bins, shop / warehouse pathways and work areas are clear of clutter and everything is properly stored.
- Communicate openly with all staff / volunteers of any changes, problems, and events.

People and teams:

- Build relationships based on trust and honesty with employees, volunteers, customers, consumers, suppliers, service providers and donors.
- Engage and support a culture of productivity, imagination, innovation, change and development.
- Encourage peers to tap into their natural way of being creative, enthusiastic, and having fun.
- Find simple ways to delight people in a meaningful, memorable way.
- Report conflicts as soon as possible, seeking guidance as required.
- Participate in Uniting by attending meetings, responding to emails, and building cross-organisational relationships.

Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.

5. Performance indicators

- Op Shop and Warehouse team members are supported, and tasks are performed timely and efficiently.
 - Shop orders are received, prepared, and dispatched correctly according to expected schedules.
 - Warehouse, donation bins, and vehicles are kept tidy and clean.
 - Warehouse and transport procedures and processes are followed correctly.
 - Work health and safety hazards and risks identified and reported.
 - Team environment reflects a harmonious and inclusive culture.
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6. Person specification

Qualifications

- Current Victorian driver licence, sound driving record.

Experience

- Organisational, time management, and driving logistical skills.
- Team player and ability to support the team.
- Ability to interpret and action warehouse documentation like order forms and invoices.
- Ability to lift, move, stack, unstack, load, and unload heavy items.
- Good written and verbal communication skills.
- Good numerical skills.
- Basic computer skills to read emails and print orders.
- Attention to detail.
- Ability to take initiative and work with very little supervision.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Charity retail:** understands the complex and diverse nature of charity retail, is driven by creativity, unique items, and customer experience.
- **Personal and professional accountability:** operates professionally and within the boundaries of the organisational processes and legal and policy constraints, advocating Uniting's strategic directions and ensuring resources are fully employed.
- **Communication and engagement:** highly developed interpersonal and communication skills with an ability to build positive and effective relationships with key stakeholders both internally and externally.
- **Change and resilience:** deals positively with uncertainty, coping effectively in a complex environment, is able to make decisions and support others through periods of change.
- **Outcomes focused:** ability to be strategic and able to implement processes and initiatives aimed at getting the best outcomes for both our customers and the business.
- **Leadership and teamwork:** leads by example, fostering open, respectful dialogue and has ability to build highly effective teams.
- **Sustainable business practice:** ability to work within budget constraints, to utilise existing resources to maximise impact and utilise initiative to drive service improvement.
- **Cultural safety:** actively promotes reviews of operations and working environments for increasing compliance with external cultural safety compliance and accreditation standards.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: