

POSITION DESCRIPTION

Administration Assistant

Volunteer



Regular Shift Available	Monday to Friday – Mornings and Afternoons
Position Description Developed	December 2022
Position Responsible To	Warehouse Operations Manager (generally but may vary depending on the specific admin role)

Organisation Summary: Bendigo Foodshare (BFS) is a vibrant organisation that reduces food insecurity across Central Victoria by distributing donated food and by supporting the development of food skills.

BFS commenced operations in 2013. It is a not-for-profit organisation, governed by a local volunteer Board and staffed by more than 200 active volunteers. BFS operates a seven-day service that sources, rescues donated and surplus food and distributes it to thousands of local people each week via local charities, community groups and schools across Central Victoria.

The core objective of BFS is to rescue food that would otherwise go to waste and distribute this food as food relief to reduce food poverty in Central Victoria. However, food relief is only part of the solution to improving food security within our community. BFS is also committed to working with the community to increase food skills, including growing, cooking and sharing skills, and to reduce the stigma and barriers to accessing help when it is needed.

Position Summary: The Administration Assistant position is an exciting, dynamic and rewarding volunteer role for someone looking to support and contribute to the community. You will assist the organisations employees to keep the office running smoothly to support achievement of BFS's overall food relief goals.

The position is currently located at shed 2, 43A Havilah Rd, Long Gully.

We do not allow volunteers to participate if we determine they are unable to perform tasks safely.

All volunteers are required to wear a BFS high visibility vest and name tag as provided, steel cap shoes/boots and fit for purpose, comfortable and presentable clothing.

The types of tasks in this role include the following and we will work with you to identify those that most suit your skills:

- Assist with the entry and collation of data such as food kgs and volunteer hours.
- Work with spreadsheets.
- Respond to phone and email inquiries, liaising with staff and volunteers as required.
- Assist with both the inward and outward flow of food from our warehouse by:
 - Processing food orders received from our food distribution partners.
 - Entering data in relation to food received through our food rescue and other food procurement activities.
 - Providing timely information to our food partners such as pick up / delivery times and available products.
 - Providing a range of reports as required.
- Assist in keeping the workplace clean and tidy.



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Responsibilities:

- Complete all administrative duties efficiently, accurately and in a timely manner.
- Maintain open, honest and professional communication, including communicating key messages between staff and volunteers at food partner organisations and BFS staff and volunteers as needed.
- Perform all work with a 'safety first' approach including:
 - Observe and maintain appropriate OH&S requirements.
 - Report any hazards identified in the workplace.
 - Report safety incidents occurring in the workplace.
- Always ensure safe working and manual handling practices. You should not undertake this work if at any time you do not feel comfortable.
- Accept and undertake directions from your BFS supervisor, perform all duties as an effective and contributing member of BFS.
- Fill each of your rostered shifts or notify BFS if you will be unavailable.
- Comply with BFS Code of Conduct.
- Always understand and comply with all relevant BFS policies and procedures.
- All children engaging with BFS programs have the right to feel and be safe. Keeping children safe is everyone's responsibility. BFS is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them. BFS have zero tolerance to child abuse. Each volunteer and employee have a responsibility to adhere to this requirement and report any child safety concerns to their supervisor immediately. Any breach of this standard will result in disciplinary action.

Key Selection Criteria:

- Have high level interpersonal skills.
- Have a friendly, welcoming personality with an excellent phone manner.
- Have a friendly, positive, solutions focused approach
- Literacy and numeracy skills, with a high level of attention to detail.
- Ability to take responsibility for the quality, accuracy, and timeliness of your work.
- Proficiency in the use of Microsoft Office.
- Current Police Check.
- Current Working with Children Check (for some roles).

