



# Delivery Driver / Warehouse Assistant Position Description

<b>Reporting to:</b>	Retail Operations Manager – VIC & SA	<b>Work location:</b>	Dandenong
<b>Department:</b>	Supporter Engagement	<b>Budget holder:</b>	No
<b>Team:</b>	Retail	<b>Direct reports:</b>	Nil

## Here you'll make a difference

*At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.*

The purpose of the Delivery Driver/Warehouse Assistant is to assist in the day-to-day coordination of activities in the Save the Children Australia depot. This includes the pickup and delivery of stock across the State stores and other areas of donations. This role is vital in ensuring the efficient and effective running of retail outlets in a proactive and professional manner and will also assist in day-to-day warehouse operations when time permits.

This role reports to the Retail Operations Manager – VIC & SA and works closely with a small team of Save the Children retail staff and volunteers.

## Here your skills will be valued

### Role requirements

#### Retail operations

- Collect and deliver stock for Save the Children Australia op shops
- Ensure the depot and surrounding areas are kept neat, secure, and orderly at all times
- Report maintenance and servicing arrangements for Save the Children Australia vehicle
- Perform ad-hoc projects allocated from the Retail Operations Manager, in line with organisational objectives
- Ensure all administration and paperwork tasks are followed and completed

#### Communications

- Provide clear and positive communication to all volunteers – both in store and in warehouse
- Ensure high levels of customer focus is maintained in all working relationships with both internal and external stakeholders to ensure timely and accurate provision of related information
- Ensure clear communication to Retail team within set timeframes
- Provide clear visibility on delivery schedules and ad-hoc pickups/tasks/deliveries

#### Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

#### Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times



- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

**All roles at Save the Children contribute to our impact for children.**

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

**Here you'll belong**

---

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

**Essential knowledge or experience**

- Exceptional customer service focus with both internal and external stakeholders
- Strong rapport and relationship building abilities
- Ability to liaise with a diverse range of people from diverse backgrounds and experiences
- Basic mathematics and money handling skills
- High levels of attention to detail and quality
- Ability to work under pressure and to tight deadlines
- Demonstrated truck driving experience and/or experience in a similar role

**Additional Information**

---

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

**Driver's Licence:** Required    **Travel:** Required

**Working with Children Check:** Required    **Assets:** Mobile phone