

POSITION DESCRIPTION

Position Title:	Warehouse Manager	Status:	Permanent
Reports To:	State Manager	Position Location:	QLD
Direct Reports:	Warehouse Assistants, Drivers	Department:	Operations
Internal Stakeholders:	National Safety Manager Community Partnerships Officers, National Supply Chain Manager	External Stakeholders:	Donors & agencies
Award:	Road Transport and Distribution Award	Classification:	Level 4
Date Approved:	April 2026		

1. ORGANISATIONAL ENVIRONMENT

SecondBite is a leading Australian food rescue organisation dedicated to reducing food insecurity in Australia. Through both SecondBite and FareShare brands, we have a vision for an Australia without food insecurity.

SecondBite's purpose is to partner with communities to provide healthy food and nutritious cooked meals – caring for people and planet.

As part of the SecondBite organisation, FareShare operates Australia's largest non-profit kitchens in Melbourne and Brisbane, where chefs, cooks and volunteers transform this rescued and donated food, as well as produce grown on their own kitchen gardens, into millions of delicious, nutritious meals each year for people experiencing need.

We are an equal opportunity employer and embrace diversity in the workplace. Our values are Integrity, Innovation, Collaboration and Respect.

2. POSITION PURPOSE

The Warehouse Manager is responsible for the end-to-end management of the warehouse operations, ensuring safe, compliant, and efficient day-to-day running of the site.

This role holds full operational ownership of the warehouse, including people leadership, logistics coordination, food safety, and stakeholder engagement

3. KEY RESPONSIBILITIES

3.1 Operations (50%)

- Ensure ongoing management of Food Safety and Chain of Responsibility compliance programs
- Actively work with current food donors to increase food donations and support of the organisation
- Ensure all relevant licences and other compliance requirements are up-to-date
- Ensure CRM is up to date at all times
- Develop and manage staff rosters to ensure safe and efficient warehouse and driving operations.
- Proactively work with operational employees to ensure the successful and sustainable collection and delivery of food within legislative requirements
- Provide regular feedback and reporting in line with set KPI's and strategic plans
- Oversee all vehicle and asset service and maintenance requirements
- Ensure warehouse and driving operations are conducted in a safe and effective manner
- Ensure warehouse is presentable and in keeping with food handling program
- Ensure all team members are aware of and abide by SecondBite policies, procedures and practices
- Proactively manage food volumes and stock flows to minimise waste
- Ensure daily recording of statistics for donations and collections
- Process all offers to donate produce from donors contacting SecondBite
- Assist with driving when necessary in accordance with licence held
- Ensure all assets are properly recorded, tracked, and returned within the required timeframe.

3.2 Team Management (20%)

- Lead the Warehouse team aligned to SecondBite's values and behaviours
- Foster an environment where people can develop trust in each other through actions that are aligned with SecondBite's values and behaviours
- Day to day management of driver and warehouse employees
- Support State Manager in recruitment activities for drivers and warehouse employees

- Ensure accurate stock management and inventory control aligned with food safety and traceability requirements.
- Provide coaching, guidance, and training to direct reports that supports their ability to contribute to the organisation effectively
- Ensure mandatory training is completed in required timeframes
- Lead regular Toolbox Talks and ensure each shift starts with team fully aware of expectations

3.3 Risk and Safety Management (20%)

- Model a safety-first culture and behaviour
- Work with the State Manager and the Safety Manager to ensure site specific safety plan and improvements are identified and actions implemented and imbedded into the culture
- Report and remedy any near miss/activity that has the potential to damage the reputation of SecondBite or its partners, and/or lead to legal issues
- Demonstrate commitment to safety by performing duties in accordance with relevant legislation and SecondBite policies, procedures and practices
- Report and act on all hazards immediately
- Report all incidents to your line manager

3.4 Financial Management (5%)

- Monitor operational costs including fleet, fuel, maintenance, and warehouse expenditure and identify opportunities for cost efficiencies
- Bring to the attention of the Line Manager any activity that has the potential to have financial implications for the organisation

3.5 Other Duties (5%)

- Maintain and contribute to a healthy work culture
- Provide accurate and timely information for the line manager and other reporting requirements
- Identify and support State Manager with operational improvements to enhance efficiency, safety, and food recovery outcomes
- Participate in and complete all training activities/courses in a timely manner
- Undertake regular one on one meetings with the line manager to ensure information/ knowledge is shared
- Undertake other duties within the employee's skills and experience as directed by the line manager

4. POSITION COMPETENCIES

4.1 Qualifications, Skill and Experience

- 3+ years experience as a Warehouse Manager/Supervisor or Team Leader
- Skilled in handling challenging situations in a constructive manner
- Demonstrated strong organisational skills with a proven record in working within a high volume/turnover environment
- Understanding of current health and safety, chain of responsibility and food safety legislation and practices

- Forklift licence
- Applicable vehicle license for class of road vehicle being driven
- Good written and verbal communication skills
- Sound working knowledge of Microsoft Suite and CRM/logistics systems
- Ability to perform manual handling tasks
- HR (Heavy Rigid) licence highly desirable. Candidates without an HR licence must be willing to obtain one, as it is a requirement of the role to move trucks within the yard (training/upskilling will be supported).

4.2 Personal Attributes

- Demonstrates resilience and composure in a dynamic environment.
- Leads and models a strong safety first culture.
- Works autonomously while contributing to team outcomes.
- Builds and maintains effective stakeholder relationships.
- Delivers outcomes within required timeframes.
- Exercises sound judgement to resolve issues and drive outcomes.
- Identifies and implements process improvements and efficiencies.
- Maintains capability through ongoing learning and development.

5. OTHER

- Some intrastate travel may be required
- Out of hours work will be required occasionally to meet the requirements of the role and any additional hours will be paid or may be taken as TIL with approval of the State Manager

ACCEPTANCE OF POSITION DESCRIPTION

I hereby acknowledge that I have received and reviewed the Position Description for the role of **Warehouse Manager** with SecondBite.

I understand the duties, responsibilities, and expectations outlined in this document. I agree to perform the role to the best of my ability and understand that my responsibilities may evolve in accordance with organizational needs.

I acknowledge that this Position Description does not constitute a contract of employment and that my employment remains subject to the terms and conditions outlined in my employment agreement and company policies.

Signed: ::SIGNATURE::

Name: ::FIRSTNAME:: ::LASTNAME::