

POSITION DESCRIPTION: WAREHOUSE MANAGER – DISTRIBUTION & PROCUREMENT

Position Statement

Dignity is a registered charity with the Australian Charities and Not-for-profit Commission. Our mission is to empower people with Dignity to prevent, respond to and end homelessness. We deeply value the dignity of every person.

As part of our team, you will be working with professionals who are driven to help others, passionate about ending homelessness and happy to work independently and yet cohesively.

The Warehouse Manager - Distribution & Procurement is responsible for the effective management of inventory, procurement, warehouse, logistics and distribution operations to ensure the timely provision of goods and resources that support service delivery for our housing sites, volunteer and community partners and other Dignity programs.

The role leads a team and is accountable for operational performance, team leadership, resource management, and continuous improvement across the function. Working within a not-for-profit environment, this role ensures the effective utilisation of donated and purchased goods while maintaining a strong focus on safety, collaboration, service delivery and organisational values.

Position Details

Position Title:	Warehouse Manager - Distribution and Procurement
Reporting to:	General Manager – National Operations
Supervises:	• Warehouse and Distribution Supervisor • Driver / Distribution Support • Warehouse Pick/Packer
Education / Training Required:	• Working with Children Safety Check • Full unrestricted driver's licence (truck up to 3 tonne) and evidence of good driving record. • Forklift LF licence (or willingness to obtain) • First Aid / CPR Certification
Experience Required:	• Experience leading and developing operational teams in a hands-on environment, creating and maintaining a positive team culture and team performance. • Proven experience managing warehouse, distribution, logistics, procurement and inventory functions. • Experience working effectively in environments where inventory management, reporting, and operational processes are supported by manual controls and practical systems rather than fully integrated warehouse management platforms. • Demonstrated experience managing suppliers, procurement activities and inventory planning. • Experience overseeing fleet operations and transport logistics. • Demonstrated experience establishing and improving operational processes, systems and controls in environments with limited resources. • Experience working with donated goods, community services, housing, food distribution, or not-for-profit organisations is highly desirable. • Demonstrated ability to establish, maintain, and improve operational processes in resource-constrained environments.

Attributes & Competencies Required:	• People Leadership: Builds and maintains a positive, engaged, and high-performing team culture. • Operational Management: Plans, organises, and coordinates operational activities to deliver effective outcomes, with a focus on safety and efficiency. • Flexibility & Adaptability: Demonstrates flexibility and adaptability by responding effectively to changing priorities and operational demands while embracing continuous improvement and new ways of working. • Relationship & Communication: Builds positive relationships at all levels through strong interpersonal and communication skills. • Resource Management: Maintains effective controls and oversight of inventory, fleet, and procurement activities. • Safety Leadership: Promotes a strong safety culture through visible leadership and accountability. • Values Alignment: Demonstrates a genuine commitment to the organisation's vision, mission, and core values. • Can-Do Attitude: Demonstrates initiative and a willingness to contribute at both strategic and operational levels.
--	---

Main Duties / Responsibilities

Warehouse & Distribution Leadership

- Provide overall day-to-day leadership and management of the organisation's warehouse and distribution operations.
- Ensure effective workforce planning, rostering, productivity management and performance outcomes across the operations.
- Oversee delivery scheduling, route planning, vehicle utilisation and transport efficiency.
- Ensure warehouse receiving, storage, picking, packing, dispatch and inventory processes operate effectively and efficiently.

People Leadership

- Lead a team responsible for warehouse and logistics and distribution activities.
- Create and maintain a positive, supportive and inclusive culture built on trust, accountability, collaboration and respect.
- Foster employee engagement through visible leadership, learning initiatives, coaching and development and regular manager/employee check-ins.
- Lead by example and demonstrate a genuine willingness to assist wherever required.
- Partner with People and Culture to recruit, onboard, and retain and engage employees.
- Support employee wellbeing and create a psychologically safe workplace where people feel valued and empowered.

Distribution Management

- Lead the planning, coordination, allocation and distribution of goods across housing properties, community programs and partner organisations.
- Ensure the timely and efficient delivery of goods required to support organisational requirements and community and partner programs.
- Coordinate inbound and outbound logistics activities.
- Develop and implement systems and processes that optimise resource utilisation and service delivery.
- Manage urgent requests to support Housing and Partnership needs.
- Monitor service levels and identify opportunities to improve distribution effectiveness.
- Work collaboratively with stakeholders to prioritise resources in response to changing operational and community needs.

Procurement Management

- Lead procurement activities to ensure the efficient, compliant and cost-effective sourcing of goods to meet organisational requirements.
- Develop and maintain strong supplier relationships to deliver value, reliability and service excellence.
- Identify opportunities for cost savings, supplier partnerships and bulk purchasing arrangements and support Partnerships with donation-based procurement solutions.

- Ensure essential goods and items are available to support Housing and Partnership operational requirements
- Recognise that donated inventory may not always align with organisational requirements and apply initiative and judgement to maximise organisational and community benefit.
- Support the effective utilisation of donated and purchased goods to maximise operational impact.
- Ensure essential goods are procured to support housing and community programs, balancing donated inventory with purchased stock where required.
- Monitor inventory levels and demand forecasts to support purchasing decisions and continuity of supply.
- Manage procurement documentation and reporting to ensure transparency, accountability, and audit compliance.
- Ensure procurement activities align with organisational budgets, policies and compliance requirements.
- Obtain and evaluate quotations and supplier proposals to achieve value-for-money outcomes.
- Collaborate with Housing, Volunteer and Community Programs and Partnerships, and other stakeholders to understand current and future procurement requirements.

Inventory & Resource Management

- Lead the management of inventory and resources to ensure essential goods are available to meet operational and delivery requirements.
- Safeguard inventory through effective monitoring of inventory levels, usage trends and stock ageing to support the effective utilisation of donated and purchased goods.
- Maintain effective inventory reporting, and manual or system-based processes that support stock accuracy, visibility and accountability across donated and purchased goods.
- Oversee stocktakes, reporting and inventory reconciliation activities.
- Work collaboratively with internal stakeholders to align inventory availability with organisational priorities and community needs.
- Drive improvements in inventory management processes, controls and systems to increase efficiency, visibility and resource utilisation.
- Develop innovative solutions for managing excess, surplus or unique donated items.
- Ensure warehouse facilities and storage practices support safe, organised and effective inventory management.

Safety

- Lead a culture of safety and ensure compliance with WHS legislation, policies and procedures across warehouse and distribution operations.
- Facilitate regular toolbox talks and safety briefings to promote safety awareness, employee engagement, and continuous improvement.
- Manage workplace risks, incidents and corrective actions to promote a safe working environment.
- Ensure employees and volunteers receive appropriate safety inductions and training, and ongoing support.
- Ensure the safe handling, storage, transportation and distribution of frozen, refrigerated and other temperature-sensitive products in accordance with food safety requirements and organisational procedures.
- Conduct regular audits and reviews of food handling, storage and distribution practices to ensure compliance and minimise risk.
- Undertake role of First Aid Officer and Fire Warden at Dignity distribution sites.

Fleet Management

- Implement and monitor vehicle inspection and pre-start check processes to ensure fleet safety and roadworthiness.
- Oversee the management and maintenance of the organisation's vehicle fleet, ensuring vehicles are safe, compliant and fit for purpose.
- Ensure drivers complete and maintain vehicle check records, reporting defects, maintenance requirements and safety concerns in a timely manner.
- Coordinate vehicle servicing, maintenance, registration, insurance and compliance requirements
- Monitor fleet utilisation, maintenance and operating costs to maximise operational effectiveness.
- Drive continuous improvement in safety performance, fleet management and operational practices.
- Ensure fleet vehicles, warehouse equipment and facilities are maintained and operated safely.

Workplace Health and Safety (WHS) & Quality

- Use of appropriate manual handling techniques for lifting and moving of heavy and bulking items.
- Comply with Dignity's Quality Assurance and Work, Health & Safety (WHS) Policies and Procedures, including statutory obligations such as Mandatory Reporting.
- Use appropriate Personal Protective Equipment (PPE) as supplied by Dignity.
- Report hazards and incidents and report in accordance with Company Policy and Procedures.
- Assess risk in the workplace and notify your Supervisor / Manager of any risks immediately
- Positively contribute to a diverse, inclusive, and fair work environment, free from discrimination, bullying and harassment.

Dignity Values

Core Dignity – By treating our guests and residents, our team and others with dignity and respect, we take the lead, we see and stand up for the value of every person.

Show you Care – Providing compassionate care to all, we care to be different and strive to make a difference in the lives of the people we support.

Act with Integrity – Having strong moral principles is what we pride ourselves on and this drives our purposeful work.

Strive to Innovate – Being constantly curious means we actively look for better ways to do things; innovating, learning and improving every day.

NOTE: You are required to comply with all lawful instructions in relation to your daily work and comply with the workplace policies and procedures as may be in place from time to time.