

## POSITION DESCRIPTION – WAREHOUSE SUPERVISOR

### 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 Supervisor is responsible for coordinating the day-to-day warehouse operations with a primary focus on inventory control, stock movements, storage, resource utilisation and warehouse workflow. The role ensures donated and purchased goods are accurately received, stored, managed and distributed, and that inventory is available, allocated and prepared to support daily delivery and distribution requirements.

Reporting to the Warehouse Manager, the position provides operational direction and task coordination to warehouse staff while maintaining a hands-on role in warehouse activities, inventory management and continuous improvement.

### Position Details

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| <b>Position Title:</b>                         | Warehouse Supervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Reporting to:</b>                           | Warehouse Manager – Distribution and Procurement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Education / Training Required:</b>          | <ul style="list-style-type: none"> <li>• Working with Children Check</li> <li>• Unrestricted C Class Driver's licence and excellent driving history</li> <li>• Valid Forklift Licence, with High reach experience</li> <li>• Current First Aid/CPR Certification (or willingness to obtain)</li> <li>• Intermediate MS Office skills</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Experience Required:</b>                    | <ul style="list-style-type: none"> <li>• Experience coordinating day-to-day warehouse operations, including allocating and supervising daily tasks, managing workflows, operational priorities and resource allocation to achieve operational objectives.</li> <li>• Demonstrated proficiency in Microsoft Excel, with the ability to maintain accurate records, support reporting and use data to make informed decisions and manage daily warehouse activities.</li> <li>• Working knowledge of workplace health and safety requirements, food safety requirements and operational compliance procedures.</li> <li>• Experience working collaboratively with internal and external stakeholders to coordinate activities, share information and support operational and service delivery outcomes.</li> <li>• Demonstrated ability to build positive working relationships, communicate effectively and work collaboratively with others.</li> </ul> |
| <b>Attributes &amp; Competencies Required:</b> | <ul style="list-style-type: none"> <li>• <b>Planning &amp; Prioritisation</b> - Plans, organises and prioritises activities effectively, maintains accurate records and responds proactively to changing operational needs.</li> <li>• <b>Communication &amp; Collaboration</b> - Communicates clearly and builds effective working relationships to support teamwork, service delivery and positive engagement.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

- **Adaptability & Prioritisation** - Effectively prioritises workloads, adapts to changing operational demands and responds proactively to shifting business and community needs.
- **Safety & Compliance** - Demonstrates a strong commitment to workplace safety, compliance and risk management, ensuring adherence to organisational policies and legislative requirements.
- **Initiative & Continuous Improvement**  
Proactively identifies opportunities to improve processes, solve operational challenges and enhance warehouse efficiency and effectiveness.

## Main Duties / Responsibilities

### Warehouse Operations

- Coordinate and oversee daily warehouse activities to ensure donated and procured goods are accurately received, stored, picked, packed and prepared for distribution.
- Allocate and prioritise daily tasks to warehouse team members to ensure operational requirements and service standards are achieved.
- Monitor workflow, productivity and operational priorities, adjusting activities as required to meet changing business needs.
- Ensure inventory required for delivery runs, housing properties and community programs is available, accurately allocated and prepared within required timeframes.
- Ensure inventory receipts, stock movements, picking and dispatch activities are accurately recorded and reflected in inventory records.
- Appropriately store, relocate and organise inventory to maximise warehouse capacity, accessibility and operational efficiency.
- Oversee warehouse activities to ensure inventory is stored in accordance with WHS, food safety and organisational requirements.
- Support and maintain a safe, organised and efficient warehouse environment and operate warehouse equipment, including high-reach forklifts, in accordance with training and safety requirements.
- Identify and escalate operational issues, stock discrepancies, equipment concerns or resource constraints to the Warehouse Manager.
- Actively participate in warehouse operations and provide hands-on support to meet operational demands.
- Support the implementation and continuous improvement of warehouse processes, systems and procedures.

### Inventory & Stock Control

- Maintain accurate inventory records through manual and system-based stock control processes.
- Ensure inventory movements, stock locations and stock allocations are accurately recorded and maintained.
- Work with the Warehouse Manager to plan and coordinate inventory availability to support operational requirements and delivery schedules.
- Monitor stock levels and identify shortages, excess stock, slow-moving inventory and other inventory risks.
- Support regular stock counts, stocktakes, reconciliations and inventory reporting activities.
- Investigate inventory discrepancies and implement corrective actions where required.
- Safeguard inventory through effective stock handling, storage, rotation and stock control practices.
- Support the efficient flow of inventory through the warehouse to minimise stock ageing, waste, damage and unnecessary stock holdings.

- Identify opportunities to redistribute, repurpose or allocate donated goods to maximise community impact and resource utilisation.
- Monitor stock par levels and communicate replenishment requirements to the Warehouse Manager.
- Review warehouse layout, storage locations and picking paths to improve inventory accessibility, safety and operational efficiency.
- Provide accurate inventory and operational data to support business reporting requirements.

#### **Team Coordination**

- Provide day-to-day operational direction, task allocation and support to warehouse staff to ensure daily and weekly priorities are achieved.
- Coordinate and monitor workloads, adjusting priorities and resources to meet changing operational requirements.
- Support the onboarding and task-based training of new employees to ensure safe and effective work practices.
- Lead by example through active participation in warehouse operations and the promotion of high standards of safety, teamwork, collaboration and accountability.
- Identify and escalate resourcing, capability or operational concerns to the Warehouse Manager.

#### **Safety, Compliance & Equipment**

- Promote and support compliance with all Work Health and Safety policies, procedures and legislative requirements.
- Conduct routine inspections of warehouse facilities, equipment and work areas.
- Work with the Warehouse Manager to facilitate toolbox talks and communicate safety information to team members.
- Ensure safe manual handling practices are followed at all times.
- Monitor compliance with food safety requirements, including frozen, refrigerated and temperature-controlled products.
- Ensure warehouse equipment is maintained in a clean, safe and serviceable condition.
- Report hazards, incidents, near misses and corrective actions in accordance with organisational requirements.
- Support the Warehouse Manager in reviewing and implementing WHS improvements and risk controls.
- Act as a First Aid Officer if required.

#### **Continuous Improvement**

- Support the Warehouse Manager with process improvement initiatives and projects that improve warehouse efficiency, inventory accuracy and service delivery outcomes.
- Work collaboratively to improve ordering, inventory management and stock allocation processes.
- Contribute ideas and recommendations to support future warehouse requirements, storage capacity and operational effectiveness.
- Assist in identifying resource and inventory requirements to support housing operations, community programs and organisational priorities.

#### **General**

- Work collaboratively with the Dignity team to ensure operational needs are met.
- Read, understand and comply with organisational policies and procedures.

#### **Workplace Health and Safety (WHS) & Quality**

- Act as a First Aid Officer.
- Operate all equipment and machinery in line with instructions and always follow directions of use.

- 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.