



POSITION DESCRIPTION

Position Title	Community Operations Manager
Location	Sydney (Botany, NSW)
Hours	Full time
Reports to	Ben Stammer, Co-Founder
Direct Reports	~6 warehouse and delivery staff members
Remuneration	\$83,000-\$88,000 per year. Salary packaging is available.
Date	February 2024
Organisational Purpose	
<p>ReLove is a registered charity that rescues furniture and other goods at scale and distributes them directly to people relocating at a time of crisis, ensuring they have everything they need to furnish their new homes.</p> <p>ReLove assists women impacted by domestic violence, people experiencing homelessness or coming out of incarceration, and people seeking asylum. When people in crisis access social housing, they often have few possessions and limited capacity to furnish a new home. ReLove's model is built around responding quickly when people get the keys to safe housing, giving them the dignity to choose their own furnishings, all for free.</p> <p>The ReLove "Free Store" warehouse is stocked with great quality preloved and excess furniture and household items from corporates, hotels and the community that would have otherwise ended up in landfill.</p>	
Role Purpose	
<p>The role of Community Operations Manager is tasked with the effective day-to-day running of client services and logistics in our Sydney warehouse including liaising with our charity partners to arrange shopping appointments and scheduling the delivery of donated furniture to our clients.</p>	
Key Responsibilities	

Manage the day-to-day operations of the ReLove Sydney warehouse including:

- Co-ordinate the charity partner bookings of shopping appointments
- Schedule the deliveries of furniture to clients
- Maintain and manage the client booking and inventory systems
- Engage clients and their caseworkers during each shopping appointment
- Manage tasks for the warehouse-based volunteers who assist with organising the ReLove Free Store and the client shopping appointments
- Manage a small team of delivery and warehouse staff and plan the weekly scheduling of staff and regular volunteers
- Ensure that the showroom and office premises meet WHS measures for all staff, volunteers and clients
- Ensure that all procedures are updated and first aid officer, fire warden and other related roles are trained and filled
- Manage correspondence from people who would like to donate furniture and coordinate drop-off times

About You

To be considered for this position you will:

- Be passionate about our vision for supporting vulnerable people in our community with furniture sourced in a sustainable manner
- Be organised, have an attention to detail, great time management and organisational skills
- Have demonstrated experience in a management capacity, including planning and scheduling
- Be a team player – leading a positive, supportive and safe team environment in the warehouse
- Have experience with data entry and inventory management systems
- Demonstrate excellent communication skills and use these to build and maintain positive relationships with a range of stakeholders, including delivery and operations staff, volunteers, donors, businesses and other partners
- Have the ability to work in a small team, and often independently

Key Relationships

- Caseworkers at partner agencies
- Clients
- Warehouse and delivery staff
- Volunteers
- Furniture donors

Key Measures

- Same day response to caseworker enquiries/bookings during business hours
- Manage communication with warehouse and delivery staff around daily delivery logistics
- Same day resolution of any issues relating to deliveries, caseworker enquiries or warehouse operations
- **Ensure an supportive and inclusive client experience**

To Apply:

1. Create a profile (or complete yours if you already have one) on Ripple Opportunities (www.rippleopportunities.com). Note: This won't be shared directly with our impact partner but we may reach out to you for permission to share excerpts if we think it could assist your application.
2. Submit an application [via this form](#) by Wednesday 14th February at 11:00pm AEDT.