



Costa Group Position Description

Business Unit:	Costa Farms & Logistics (CF&L)
Position Title:	Afternoon Shift Manager (Warehouse)
Department:	Select Fresh Group
Reporting To:	Operations Manager
Location:	Canning Vale, WA
Date:	May 2024

1. Primary Objective of Position:

As the Select Fresh Warehouse Afternoon Shift Manager, you will be responsible for overseeing the efficient operation of our warehouse ensuring the smooth handling, storage and distribution of fresh produce. You will use your people management skills and your attention to detail to drive excellence and strive for success, keeping the warehouse running smoothly and efficiently, including managing stock quality and availability, and customer needs and expectations.

This position requires strong leadership skills, excellent problem-solving abilities and a deep understanding of both fresh produce and warehouse management principles.

2. Key Accountabilities and Responsibilities:

Role Duties
<ul style="list-style-type: none">• Oversee the day-to-day operations of the warehouse including receiving, storing, picking, packing and shipping of produce.• Ensure efficient utilisation of warehouse space, equipment and labour resources to maximise productivity and minimise costs, liaising with the Operations Manager.• Develop and implement warehouse processes, standard operating training guides (OTG) and performance metrics to enhance operational efficiencies, liaising with the Operations Manager.• Conduct training and awareness for all site personnel, in alignment with Costa FS&Q and WHS requirements, while conducting regular performance evaluations and identifying opportunities for skills development and training.• Foster a positive work environment, promote teamwork and motivate the team to achieve operational goals and targets.• Identify opportunities for process improvements, cost savings, and workflow optimisation within the warehouse.

- Assist in the implementation of technological improvement solutions, such as warehouse management systems or other automations, to enhance efficiency and accuracy, liaising with Operations Manager.
- Collate all information for the Logistics Coordinator and Buyer to assist with next-day deliveries.
- Accurately complete the daily stocktake, immediately troubleshooting and triaging any discrepancies or challenges that arise.
- Enforce strict adherence to quality control standards including the proper handling, storage and rotation of perishable goods.

Workplace Health and Safety

- Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees.
- Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes.
- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work.
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time.
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others.
- Be unaffected by alcohol or drugs.
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.
- Demonstrate leadership and commitment, while being accountable for the workplace health and safety performance of your area of responsibility.

Food Safety and Quality

- Supporting and complying with all of Costa's food safety and quality related policies and procedures, as amended from time to time.
- Demonstrating good personal hygiene practices and use of personal protective equipment.
- Handling all produce, using, and maintaining all equipment, in a manner that does not compromise food safety & quality.
- Immediately reporting, in line with your area of responsibility, any food safety and quality hazards, incidents or near misses.
- Leading by example, your behaviour and decisions make the difference, ask for clarification if you are not sure.
- Immediately actioning, in line with your area of responsibility, and communicating any food safety and quality hazards, incidents or near misses.
- Working with your team members to assess, identify, provide or report training needs in the areas of food safety and quality.

Key Challenges

- Effectively managing a team
- Keeping the team engaged and motivated can be a challenge.
- Coordinating a smooth handover from Morning to afternoon to ensure information is effectively communicated.
- Encountering situations requiring problem solving, where you will be required to act accordingly to prevent challenges into next shift.
- Ensuring the safety and security of employees and the workplace is a significant responsibility to any supervisor, addressing any potential hazards, regular inspections

Core Values

- Determination – acting decisively and with a sense of urgency
- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety

3. Candidate Requirements:

Education, Qualifications and Training

- FS&Q awareness training
- Leadership and management training and awareness
- WHS awareness training

Experience, Skills, and Knowledge

- Excellent communication and interpersonal skills to effectively train and educate employees at all levels
- Conflict resolution skills/understanding
- Attention to detail and ability to maintain accurate and up to date documentation
- Ability to work effectively in a team environment and with all levels of an organisation
- Flexibility and adaptability to changing circumstances, no one day is ever the same

Other Relevant Information

- Support where applicable or as directed by the Select Fresh Management Team