

Position Description

Samaritan's Purse Australia

Position Title: Field Operations Assistant – Australia
Type of Position: 3 days / week - Part time Staff position
Location: National OCC Office – Kings Park, Sydney, Australia

The masculine form used below specifically includes female incumbents.

Role Definition

Operation Christmas Child (OCC), a project of Samaritan's Purse, is one of the world's largest child evangelism projects. In 2017 OCC AU/NZ collected over 327,000 gift filled shoeboxes to hand deliver to children in developing countries, demonstrating God's love and sharing the Good News of Jesus Christ through well-developed evangelism and discipleship programs.

We are seeking to appoint an assistant to the Field Operations Assistant to develop and oversee the OCC project across Australia. This incorporates support in managing all aspects of the domestic logistics system of OCC, transport of shoeboxes, shoebox-related items, processing warehouse setup and Gifts in Kind (GIK) donations.

Key Accountabilities and Responsibilities of the Position

To support the Operations Manager as required with the following:

- Domestic logistics, including domestic freight and transport of shoeboxes and shoebox-related items.
- International shipping
- Development, implementation and management of manual operational systems that facilitate OCC operations.
- Maintenance and ongoing management of WH&S at seasonal operational facilities.
- Setup of seasonal processing warehouses

Key stakeholders

- SPA Executive Director
- SPA National OCC Manager
- OCC National Field Operations Manager
- OCC Country/State/Regional Managers
- National Office

Selection Criteria

Requirements:

- Be committed to a personal relationship with Jesus
- Be committed to Christian and Kingdom values
- Strong written and verbal communication skills
- Excellent time management skills
- Ability to multitask in a fast-paced environment
- Flexible schedule for regular domestic travel (however may be required to travel overseas)
- Proficiency or willingness to learn Word, Excel, Access, Outlook, and capacity to learn new software applications quickly
- Experience in setting and achieving targets or goals
- Willingness to work in multiple locations, resources and management systems
- passion to work with all Christian denominations
- Enthusiasm for serving in humanitarian and charitable causes

Qualification:

- Preference for qualifications or currently working towards achieving qualifications in the areas of systems design, operations, warehousing, project management or logistics would be advantageous.
- Prior achievements and experience will be highly regarded.

Key Competencies for the Position

Systems and process development	Processing Centre management and accountability
Communication skills	Ability to build and maintain team ministry
Research and Planning skills	High level computer literacy
Administration skills	Organisation / co-ordination skills

Scope of Responsibility

1.	Leadership	10%
<ul style="list-style-type: none"> • In conjunction with OCC Management, implement and maintain training and procedure manuals, relevant videos and check lists for off-site Processing Center operations including: warehouse operations, training, reporting, volunteer staffing. • In conjunction with the field ministries staff, train processing centre volunteers in the systems and procedures for each processing centre. • Assist the Field Operations Manager in the acquisition and pre-positioning of materials and supplies needed for off-site Processing Center. 		

- Assist in the compilation and reporting of all relevant statistics for the OCC Operations department within the assigned area/region.
- Assist in acquisition, accuracy, processing, and reporting of annual Collection data.
- In conjunction with OCC management, assist in the management of all Processing Centres, ensuring compliance with all OCC and SP policy and WH&S procedures.
- Assist as required with the annual analysis of national collection network, communicate trends and stats to field ministry staff, and support them in setting both regional and national goals for network growth.
- To work with Samaritan's Purse senior management to fully integrate the work and activities of each region into the national and international plans and campaigns.

2. Volunteer Relations 10%

- Assist as required with the annual revision and production of logistics-related training materials for OCC staff and volunteers. This includes OCC Collection Handbooks, videos, quick reference guides, volunteer registration procedures, shipping instructions. Lead training of such materials regionally and nationally, as needed.
- In conjunction with Field Operations Manager and OCC Field Ministries Team, implement and manage written, video and online volunteer training documentation and tools.
- In conjunction with the National Operations Manager, assist to develop, implement and manage volunteer management systems to coordinate the activities and communication for teams within each region in line with the national strategy. To promote the development of teamwork between teams, staff and volunteers.
- Provide prayer support for SPA and OCC ministry volunteers and staff.

3. Promotion 5%

- Whilst this role will primarily focus on managing aspects of the domestic logistics within OCC there may some instances to personally promote OCC and Projects of Samaritan's Purse Australia as appropriate.
- To be available to speak at appropriate volunteer engagements throughout each region.

4. Logistics 70%

Assist the National Field Operations Manager as required to:

- Locate, design, coordinate, and manage all Processing Center locations; assist with the identification of potential Processing Center locations while assessing all operational requirements including security, applicable permits, and insurance.
- Assist in collection and dissemination of materials and information associated with Collection Center Kits and Closure Packets. Purchase supplies, coordinate assembly of kits, and ship them to Collection Centres around the nation.

- In conjunction with state Field ministry managers, oversee all OCC logistics-related shipments: unprocessed shoeboxes, cartons, Drop Off Point Kits, Pre-printed Shoeboxes, processing centre kits, and other OCC domestic shipments as needed.
- In conjunction with Australian and international staff, manage international shipments of shoebox gifts to OCC receiving countries.
- Seek process improvement opportunities, especially as related to people, financial stewardship and efficiencies in collection and distribution of shoebox gifts, shoebox-related gifts.
- Compile and track all data necessary for annual distribution of Operation Christmas Child pre-printed shoeboxes. Work with national and state office staff to determine distribution numbers, delivery locations, and arrange for timely shipments. May include vendor selection for production of materials.
- Compile and track annual collection network data (i.e., regional shoe box totals, network growth goals, shipping cost per box, etc.).

5.

Catch All

5%

- To assist, participate in and promote other SPA projects as required by Samaritan's Purse Australia.
- To receive telephone and email enquiries for OCC and SPA
- To publicly represent OCC were requested by OCC AND SPA senior management
- To attend and cooperate with training, initiatives and meetings as recommended by Samaritan's Purse Australia.
- To contribute to national strategies and development as required.