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| Position: | Operations Coordinator – Food Rescue Aoraki |
| Location: | Aoraki area |
| Hours of Work: | 20 to 30 hours per week |
| Date Issued: | March 2026 |
| Reports to: | General Manager – Safer Mid Canterbury, at an operational day-to-day level and the Chairperson – Food Rescue Aoraki Trust at a strategic and governance level |
| Direct Reports: | Operations Assistant/Drivers Administrator Volunteers |
| Purpose: | <p><i>The Operations Coordinator is responsible for leading and coordinating the daily operations of the food rescue service to ensure surplus food is efficiently collected, safely handled, and distributed to community organisations that support people in need. The role ensures the organisation’s logistics, staff, volunteers, partnerships, and operational systems run effectively to maximise food rescue impact while maintaining food safety, compliance, and strong stakeholder relationships.</i></p> <p><i>The Operations Coordinator oversees the end-to-end rescue process—from donor engagement and collection logistics to warehouse management and distribution—while supporting staff and volunteers, improving operational systems, and ensuring resources are used efficiently. The role plays a key part in reducing food waste, and increasing the amount of quality food delivered to communities experiencing food insecurity.</i></p> |

Functional Relationships:

Internal to Food Rescue Aoraki

- ❖ Chairperson, Food Rescue Aoraki Board
- ❖ Food Rescue Aoraki Board Members
- ❖ Direct reports
- ❖ Volunteers

Internal to Safer Mid Canterbury:

- ❖ General Manager
- ❖ Safer Mid Canterbury Accounts and Admin staff

External to Food Rescue Aoraki:

- ❖ Key stakeholder groups – including food donors, food receivers and supporters
- ❖ District Councils
- ❖ Funding providers
- ❖ Iwi, hapu and Māori community organisations

Key Functions:

| Key Accountability | Standards/Achievements |
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| Operations Coordination | <ul style="list-style-type: none"> • Lead the Food Rescue Aoraki team to help alleviate food poverty and reduce food waste. • Lead and manage the day-to-day operation of Food Resue Aoraki. These tasks include but are not limited to: <ul style="list-style-type: none"> ○ Rostering and staff allocation ○ Coordinating logistics – such as collection and delivery of donations ○ Communications with stakeholders ○ Administration ○ Volunteer oversight • Maintain and facilitate the growth of Food Rescue Aoraki services. • Efficiently maintain and improve Food Rescue Aoraki operations. • Drive pick up schedules as required. |
| Facilities Management | <ul style="list-style-type: none"> • Manage Food Rescue Aoraki facilities as needed, including overseeing any maintenance and general cleanliness. • Develop facilities as needed within authorised budgets. |
| Staff Management | <ul style="list-style-type: none"> • Develop and maintain a professional and motivated workforce. • Recruit and train new staff and volunteers as required. • Oversee staff and volunteer performance, giving additional training as necessary. • Notify the General Manager and Chairperson of any staffing concerns. • Maintain up to date employment contracts and job descriptions, reviewing them as required or as legislative requirements may dictate. • Ensure that the team has the tools necessary to undertake their duties at the required standard. |
| Relationship Management | <ul style="list-style-type: none"> • Establish, maintain and foster relationships with a wide range of stakeholders (food donors, food recipients, volunteers, supporters, other strategic relationships) as required. • Act as the primary operational point of contact for food donors and recipient organisations, ensuring clear communication, responsiveness, and a high |

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| | <p>level of trust.</p> <ul style="list-style-type: none"> • Work collaboratively with community partners to understand their needs and ensure rescued food is distributed efficiently and equitably. • Support positive engagement with volunteers and operational staff, fostering a collaborative and mission-driven team environment. • Identify opportunities to strengthen partnerships and improve coordination across the food rescue network to maximise impact. |
| Food Safety | <ul style="list-style-type: none"> • Maintain and enforce stringent Food Safety measures. |
| Finance and Administration | <ul style="list-style-type: none"> • Ensure funding applications and accountabilities are completed on time in partnership with the Administrator. • Complete an annual funding plan and annual budget to be presented to the board in June of each year. • Provide written operational management reports to the Board of Food Rescue Aoraki, speaking to these reports at monthly board meetings. |
| General | <ul style="list-style-type: none"> • Other duties as reasonably requested by the General Manager and Chairperson. |
| Health and Safety | <ul style="list-style-type: none"> • Ensure that your direct reports comply with Health and Safety policies and legal requirements. • Ensure any hazards are identified, eliminated or controlled and reported on immediately. • Ensure any accidents or near misses are reported and recorded immediately. • Personally observe and follow the Trust's Health and Safety requirements. • Record any significant Health and Safety concerns or incidents as the Health and Safety Officer and provide a written report to the Board. |
| Cultural Safety and Diversity and Commitment to the principle of Te Tiriti o Waitangi | <ul style="list-style-type: none"> • Application of cultural competencies. • Understanding of how various populations require support to be delivered (this includes urban and rural differences). • Recognise Māori as tangata whenua. • Respect, sensitivity and cultural awareness are evident in interpersonal relationships. • Cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices. |

I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.

Signed by xxxxxxxxxxxx

Operations Coordinator – Food Rescue Aoraki

___/___/___

Date

Signed by xxxxxxxxxxxx

General Manager – Safer Mid Canterbury

___/___/___

Date

PERSON SPECIFICATIONS

| | Minimum |
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| Experience | <p>We would prefer that the employee meets the following minimum requirements for the role:</p> <ul style="list-style-type: none">• A proven track record and the equivalent of at least 2 years' experience in a similar operation, general management or entrepreneurial role.• Experience in managing a small team and the ability to work cooperatively with other staff, volunteers and Boards to grow Food Rescue Aoraki.• Demonstrated knowledge, experience and connections in the community sector or the ability to develop them.• Experience in cross-agency collaboration. |
| Skills/Knowledge/ Behaviour | <ul style="list-style-type: none">• Project management skills.• Well-developed interpersonal skills, with the ability to liaise with stakeholders at all levels.• Strong listening skills and ability to draw together different ideas.• Excellent relationship building, management and networking skills.• Well-developed written and oral communication skills, with the ability to communicate with a wide range of people and organisations (including media). |

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| | <ul style="list-style-type: none"> • Advanced communication and negotiation skills. • Excellent presentation skills. • Time management skills. • Experience in using Microsoft-based systems, such as Outlook and Word. |
| <p>Personal Qualities</p> | <ul style="list-style-type: none"> • Enthusiastic about Food Rescue Aoraki and its vision, and commitment to food rescue, social justice and environmental sustainability. • Excellent self-management and organisational skills, with proven ability to multitask and cope with a variety of tasks. • A quick learner who is able to work independently and on their own much of the time, using initiative to solve problems as they arise. • Cheerful and friendly disposition. • Innovative, creative and flexible, and able to proactively generate creative solutions to improve operations and management where needed. • Team player with a “can do” attitude. • Action-oriented. • Committed to professional development. • Proven to be a self-starter and have an ability to motivate others. • Sensitive to and committed to cultural awareness and its application in practice. • Able to lift 20 kilograms. • Possess a current and clean full driver licence – and have held it for a minimum of 5 years. |

CONDITIONS OF APPOINTMENT

Operations Coordinator – Food Rescue Aoraki

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| Hours of Work: | <p>Your ordinary hours of work will be 20 to 30 hours per week. Due to the nature of the position, some flexibility in hours will be required; however hours will generally be worked Monday to Friday inclusive.</p> <p>On occasion there may be the need to work outside of what might be considered ordinary working hours, e.g. attending meetings or events in the evenings or occasional weekend.</p> |
| Remuneration: | <p>Hourly rate range for the position is from \$31 to \$33 per hour, to be finalised with the successful candidate.</p> |
| Place of work: | <p>This job includes travelling in and around South Canterbury, Mid Canterbury and in between the two.</p> |
| Other conditions of appointment: | <p>Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000 and its amendments, other Acts which govern employment and an Individual Employment Agreement.</p> |