

## Position Description

<b>POSITION TITLE:</b>	<b>Supervisor</b>
<b>DEPARTMENT:</b>	Regional Enterprises
<b>RESPONSIBLE TO:</b>	<b>Operations Manager</b>
<b>DIRECT REPORTS:</b>	Employees
<b>EMPLOYMENT TYPE:</b>	<b>Permanent</b>
<b>LOCATION:</b>	Port Lincoln
<input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> DCSI - Child <input checked="" type="checkbox"/> DCSI – Disability <input checked="" type="checkbox"/> Medical	

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

### POSITION SUMMARY

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Reporting to the Site Manager this role is responsible for a designated production area while coordinating, supervising and training employees. This role is a "hands on" position that will require working alongside our people with disability on tasks, to be a mentor and to lead by example at all times.

The Supervisor is also responsible for meeting required production timelines, production quality, overseeing employee safety and general housekeeping.

### KEY RESPONSIBILITIES

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- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework.
- Support employees to achieve their NDIS goals and objectives.
- Responsible for all duties relating to the Coles cleaning contract.
- Responsible for overseeing and monitoring production output in designated production area to ensure production targets are maintained.
- When supervising the work teams ensure the work areas are maintained to a high standard with all aspects of the tasks completed as per job descriptions provided.
- Supervision of Employees on a day to day basis to achieve the required and expected daily outcomes.
- Complete training of employees as per their Individual Training Plan (ITP) with assistance from the Personnel & Training Officer.
- Complete required documentation on employees in regard to their ITPs as required.

- Complete daily checks on machinery to ensure they are correctly maintained.
- Report any faults or breakdowns and submit necessary maintenance request accordingly.
- Ensure housekeeping inspections are completed to required timeframes and in the correct manner.
- Prepare daily documentation in a timely manner in readiness for daily pick ups.
- Prompt receipt of incoming deliveries and manufactured finished goods into storage.
- Sign off on the final inspection of picked orders to ensure accuracy.
- Ensure customer complaint and replacement components are prepared and dispatched in the quickest possible time.
- Partake in Divisional stock takes (raw materials, purchased items and finished goods).
- Assist other divisions with warehousing and distribution functions.
- Daily loading and unloading of product for distribution (forklift work).
- Assist with maintaining the 'Pallet Management System' (when trained and delegated to do so) and assist with pallet counts.
- Returns are receipted / recorded and quarantined as per QA procedures.
- Liaise with freight companies in relation to pick-ups and other delivery enquiries.
- Complete and file all necessary documents relating to dispatches.
- Assist the Site Manager with tasks pertinent to Stores and Distribution.
- Fleet programmed maintenance – be responsible for ensuring the fleet and plant, and equipment maintenance schedule is up to date and arrange services as required.
- Coordinate the distribution of orders within Adelaide Metropolitan region and interstate utilising Bedford vehicles and contracted freight companies.
- Assist in the monitoring and maintaining of the expenses' budget, especially in regard to freight costs and offsite storage costs.
- Demonstrate the ability of work flow prioritizing/planning based on schedules supplied.
- Maintain the return/rejections register.
- Liaise with Sales and Production to ensure order dispatch dates are met.
- Responsible for controlling and monitoring the pallet accounts.
- Ensure the relevant business management systems are maintained and improved (ie QC inspections, Prestart inspections)
- Assist in the management of vehicles, forklifts and other plant and equipment, filling in as daily driver when required
- Actively participate, contribute and when delegated, run team meetings when required
- Demonstrate flexibility to support any division of Bedford when required
- Responsible for taking reasonable steps to ensure you follow all appropriate processes in regards to reporting incidents, hazards and risks as well as responding in timeframes required
- Acquire and maintain work health and safety knowledge relevant to your workplace and understand all operations and associated hazards and risks
- Ensure employees abide with WHS policies and procedures and a safe work environment is provided at all times
- Be accountable for compliance with Bedford's Policies and Procedures including the Code of Conduct and Equal Employment Opportunities
- Other duties as per the direction of the Operations Manager

## **SKILLS/ATTRIBUTES**

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### **Personal Attributes**

- Have the ability to take direction and delegate tasks to others in a professional manner.
- Excellent interpersonal and organisational skills.

- Resilient and agile, ability to adapt to a changing work environment.
- Have an affinity for the people with disability that Bedford supports and embrace the organisational values.

### **Essential Skills and Qualities**

- Previous experience of working within a production environment.
- Knowledge of working with quality management systems.
- Intermediate computer and administration skills.
- Current drivers and forklift licence.
- Strong leadership, communication and team working skills.

### **CORPORATE RESPONSIBILITIES**

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In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Standards for Disability Services* (the Disability Services Standards).

### **OTHER RELEVANT INFORMATION**

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Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of Supervisor.

**[NAME]**

Signed \_\_\_\_\_

Date \_\_\_\_\_