JOB TITLE	Food Outlet Lead
DATE	21 Nov 2025
REPORTS TO	Operations Manager
HOURS OF WORK	Full-time, part-time, flexible or job share will be considered

RENUMERATION

The renumeration for this position will depend on the qualifications and experience of the successful applicant.

- Employee Award: General Retail Industry Award 2020
- Employee Classification: Anticipated to be Level 8 depending on qualifications and experience.
- Higher rates will be considered depending on experience and expertise of the applicant

JOB DESCRIPTION

About The Everyday Foundation

At The Everyday Foundation we are on a mission to see that no one on the Sunshine Coast goes hungry. We want to provide a place of connection and community and pathways for people to break free from poverty.
Our aim is that people leave feeling supported, cared for and empowered to make positive changes in their life and the lives of their family, so that they would know their value and worth and have a hope-filled future, not restricted by the needs of today.

Purpose of role

The purpose of the Food Outlet Lead is to oversee and develop the low-cost food outlet of The Everyday Foundation. These include but are not limited to the physical Food Outlet, School Pantry Program and future e-commerce. These programs aim to help provide low-cost food and pantry items but also to generate revenue which can then be directed into providing direct food relief to those experiencing food insecurity.

Main duties and responsibilities

Core objectives include:

- Manage the Food Outlet Operations, including the associated staff and volunteers. Including but not limited to:
  - Providing direction to the purchasing officer re budgets, margins and product selection.
  - Visual merchandising and stock rotation.
  - Work with the Operations Team to develop an online store and associated services (such as click and collect, delivery etc).
  - Be continually looking at ways to increase our retail revenue and look to develop/implement these as required, with consideration to the resources required to provide these in a sustainable way.
  - Development of annual budgets and regular reporting to the Operations Manager
- Staff & Volunteer Management – including recruiting, rostering and building a great team culture while maintaining alignment to the vision and mission of The Everyday Foundation.
- Customer Service – ensure customers have a great experience and be available to resolve grievances and manage and resolve any conflict situations that may arise.

- Ensure a safe work environment for all team and compliance with all relevant Workplace Health and Safety Legislation.
- Maintains operations by following policies and procedures, participating in quality reviews and reporting needed changes.
- Complies with federal, state, and local legal requirements by studying existing and new legislation, enforcing adherence to requirements and advising management on needed actions.
- Provide hands on assistance within the Retail Outlets as required.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other reasonable duties as directed by management.

PERSON SPECIFICATION

Qualifications

- Nil professional qualifications required

Experience

- Ideally 5 plus years relevant experience in managing and leading teams. Beneficial if has previous experience in retail with sales and inventory management experience.

Skills & competencies

- **Non-judgemental –** accepting of all people regardless of their faith, secularity, ethnicity, ability, social or health status.
- Understand **Vulnerability** and work to create places where people feel safe and secure.
- Show **Empathy –** take the time to understand another's point of view, experiences and emotions.
- Work to **Empower** those you work with so that they can make choices that lead to growth and positive life change. This includes understanding power imbalances and actively working to redress these.
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, both verbally and written**,** varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Teamwork and Collaborative:** be a productive and helpful team member to the broader The Everyday Foundation team, consulting and communicating where necessary
- **Time management/organisation**: accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Dedicated and committed to the work they do – always giving 100%
- Generous
- Friendly
- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- Must be able to obtain a "Working with Children" blue card and a National Police Check

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....	.....
Employee	Date

SIGNED BY MANAGEMENT

.....	.....
Manager	Date