

## JOB DESCRIPTION

### DIRECTOR, NATIONAL FOOD ACQUISITION

**Reports to:** VP, Supply Chain

**Working Conditions:** Full-time, Monday-Friday, with occasional evening and weekend work. This position is remote and may be based anywhere in Canada. Occasional travel within Canada may be required.

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#### POSITION SUMMARY:

The Director, National Food Acquisition works to achieve Food Banks Canada (FBC)'s vision of a Canada where no one is hungry, supporting national food acquisition and distribution goals. Working collaboratively internally and across the food bank network including provincial associations, hubs, and food banks, the Director will develop and implement food acquisition and recovery strategies, prioritizing partnerships primarily within agricultural and upstream sectors of the supply chain. This position oversees a team primarily focused on food recovery, emphasizing the growth of agricultural and pre-retail ready food sources, while proactively leveraging opportunities as they arise and maintaining existing sources, such as retail.

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#### RESPONSIBILITIES:

- Develop annual plans for food procurement and long-term food acquisition strategies with the food industry including food producers, processors, and retailers, with a focus on upstream sectors of the supply chain
- Manage annual plan development, ongoing food acquisition forecasting, reporting and budgets
- Forge strategic partnerships with food producers, processors, retailers, and other stakeholders to develop innovative sourcing models and donation programs, prioritizing agricultural and upstream channels
- Provide leadership and supervision to a food acquisition team, including coaching, training, and developing high-performing team members
- Work collaboratively and actively with the Development team on industry donor prospecting and solicitation to develop innovative partnerships to expand food acquisition
- Collaborate with FBC staff, provincial associations, affiliate food banks and others to identify and prioritize food acquisition that is consistent with FBC's goals
- Work collaboratively with the Manager, Stewardship and Recognition and the Marketing and Communications teams to coordinate internal/external communication, and effective donor stewardship
- Ensure a motivated and effective food team and contribute to a positive organization culture, which fosters opportunity and learning for staff
- Oversee channels of food acquisition including:
  - Retail Food Program
    - Oversee the management of the Retail Food program with current retail partners and further enhance and expand the program to include new retailers
    - Development of customized strategies for individual retail partners in order to increase corporate, store and food bank engagement, and maximize food acquisition
    - Working with the Manager National Food Recovery Programs, to develop resources and other initiatives designed to optimize local food bank / store partnerships
  - Regional Food Procurement

- Oversee the development of Regional Food Procurement strategies and programs, working with food bank network partners and applicable teams to identify and increase the quality and quantity of nutritious food acquired at the regional level
    - Food Transformation
      - Oversee the Manager, Sustainable Food Programs and the development of surplus food acquisition strategies and partnerships required to expand and maintain food transformation activities
- Other duties as required

## CORE COMPETENCIES:

1. **Relationship Building & Collaboration:** *Builds effective relationships and cooperates with internal and external stakeholders to strengthen Food Banks Canada's culture, support diversity and inclusion in the workplace, and achieve shared goals.*

### Behavioural Indicators:

- Acts as an ambassador and raises the profile of Food Banks Canada by attending networking events and building community relationships
- Utilizes strong interpersonal skills to resolve complex interpersonal issues and conflicts in the workplace
- Builds trust, negotiates effectively and influences others to further the organization's mission
- Identifies and creates opportunities to initiate new partnerships to facilitate the achievement of strategic goals
- Identifies ways to break down barriers in policies and process to enhance inclusivity in the workplace

2. **Commitment to Results:** *Demonstrates commitment to Food Banks Canada's mission and purpose, uses effective planning to determine the steps needed to achieve results, and is accountable to following those steps to reach goals.*

### Behavioural Indicators:

- Develops strategic departmental goals that support Food Banks Canada's mission
- Ensures strategic goals are clear and roles, expectations and boundaries are communicated clearly
- Allocates and manages resources appropriately within functional area(s) to achieve desired results
- Creates systems and processes to measure performance within a team or functional area, proactively identifies when progress is falling short, and revises goals and plans as needed

3. **Flexibility & Adaptability:** *Easily adapts to different conditions and scenarios within one's role and the organization and demonstrates openness to new ways of doing things.*

### Behavioural Indicators:

- Facilitates large scale organizational change by adjusting departmental goals, priorities, and plans
- Make recommendations on changes to long-term plans and goals in response to opportunities or risks
- Develops strategies for implementing changes to ensure a smooth transition and buy-in from others
- Provides guidance to lead individuals, teams, and departments through large scale changes

4. **Problem Solving & Judgement:** *Assesses situations, analyzes information, and uses sound judgment to find solutions to issues and mitigate risk, soliciting input from others where appropriate.*

### Behavioural Indicators:

- Creates and evaluates multiple strategies to determine the best way to move forward
- Solves complex problems by breaking them down into manageable steps and delegating effectively

- Demonstrates confidence and integrity in making difficult and significant decisions
- Identifies and mitigates risks to protect the organization’s strategy, reputation, and financial position
- Develops organizational policies and processes to mitigate risk

5. **Communication:** *Listens actively and clearly conveys information and ideas verbally and in writing, in a professional and respectful manner, to ensure mutual understanding.*

**Behavioural Indicators:**

- Presents information and ideas with confidence and authority to establish credibility with the audience
- Presents complex information in a way that meets the needs and understanding of the intended audience
- Uses persuasion and negotiation to gain agreement
- Communicates sensitive and confidential information with diplomacy and discretion
- Acts as a spokesperson for areas of functional expertise

6. **Business Acumen:** *Demonstrates an understanding of business operations, considers business implications of decisions, ensures appropriate resource allocation, and evaluates business practices for efficiency and areas for improvement.*

**Behavioural Indicators:**

- Demonstrates a thorough understanding of Food Banks Canada’s business operations and market trends impacting the organization
- Role models efficient and appropriate use of resources and demonstrates accountability for resource use in their functional area or department
- Uses sound business judgment to drive financial and operational decisions within their functional area to achieve strategic goals and improved outcomes
- Analyzes business data and assesses opportunities for creating additional value for internal and external shareholders

7. **Organizational Leadership:** *Sets strategic goals for self and others, develops processes and organizes resources to meet goals, and leads groups, individuals, and/or business functions to support Food Banks Canada’s mission.*

**Behavioural Indicators:**

- Effectively manages a business unit or corporate function
- Understands the strengths and weaknesses of teams and individuals within the organization, and allocates resources effectively to reach desired outcomes
- Analyzes business processes to identify and address inefficiencies and streamline processes
- Exhibits a strategic thinking mindset in considering long-term opportunities and challenges in developing organizational plans
- Demonstrates understanding of roles and relationships within and outside the organization and utilizes that understanding to gain broad support for ideas
- Creates opportunities to strengthen culture within team and/or department

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**KNOWLEDGE, SKILLS & ABILITIES:**

- Demonstrated strategic and analytical thinking skills
- Highly organized with the ability to successfully multi-task and meet deadlines
- Proven track record of successfully working in a highly collaborative and complex organizational environment

- Experience in handling budgets, food procurement and logistics
- Demonstrated leadership and management skills including team building, collaboration, and conflict management
- Exceptional oral and written communication skills with a strong customer service orientation and comfort presenting to varied audiences
- Proficiency in Microsoft Office applications and familiarity with logistics products
- Commitment to the mission of Food Banks Canada
- Understanding of the charitable sector and knowledge of food banking and food insecurity issues an asset
- Strong understanding of supply chain principles, logistics operations, and food industry trends, particularly within the agricultural and agri-food sectors
- Strong negotiation skills and ability to build productive relationships with suppliers and partners
- Knowledge of food safety regulations, quality standards, and best practices in food handling and storage
- Excellent communication, organizational, and problem-solving skills
- Ability to work independently, prioritize tasks, and meet deadlines in a fast-paced environment
- Bilingualism (English/French) is an asset

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#### **EXPERIENCE, EDUCATION & QUALIFICATIONS:**

- Completion of an undergraduate degree or equivalent in a related field
- Minimum 6 years' experience in procurement or supply chain, preferably the food industry, with a track record of successful results and the proven ability to build and maintain excellent customer/donor relationships
- Experience leading, coaching, mentoring, and motivating a professional, cross-functional team to achieve common goals and objectives

This job description is provided to capture the primary components of this role. It is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.

From time to time, Food Banks Canada may make changes to this job description. Reasons for such changes include, but are not limited to, changes in business processes and practices, technology changes, legal requirements, network feedback, or changes to organization structure and reporting relationships.