

Position	Transport Coordinator
Reports to	Senior Operations Manager
Direct reports	Storepersons
Band classification	Band 4, <i>HealthShare Victoria Enterprise Agreement 2024 (2024 EA)</i>
Date approved	August 2025

1. HealthShare Victoria

HealthShare Victoria is a Victorian public sector entity established on 1 January 2021 as an independent, commercially oriented public sector provider of supply chain services (surety, procurement and logistics) to Victoria's public health sector.

Our purpose is to partner with Victoria's public health services, suppliers and government to ensure the right products and services are delivered to the right place at the right time, supporting better value for our public health services and better outcomes for their patients.

We work with Victoria's public health services to understand their requirements. We meet these needs by establishing collective agreements (purchasing contracts) for medical consumables, pharmaceuticals and medical equipment, as well as non-medical products and services they need via large-scale tenders.

We also play a critical role in ensuring Victoria's public health services have access to goods and services that may be in higher demand or difficult to access, including personal protective equipment (PPE), medical consumables, ICU equipment and pharmaceuticals.

We administer several compliance-related functions, and work with health services to assist them in meeting their legislative, compliance and probity obligations.

As well as providing an end-to-end health supply chain for Victoria's public health services, we extend access to our collective agreements to health or related services assessed as 'eligible services'.

Building on a spirit of change and transformation, our work supports our health service customers to deliver safe, high quality and sustainable healthcare for all Victorians.

2. Position summary

The Transport Coordinator at the Derrimut Distribution Centre (DC) plays a pivotal role in ensuring the seamless and timely movement of healthcare goods across Victoria. Working within a complex, high-volume environment, this role coordinates all aspects of the daily transport operation, ensuring high service levels, efficient route planning, and compliance with all safety and regulatory requirements.

As a key liaison between internal teams, freight carriers, and public health customers, the Transport Coordinator will ensure that deliveries are executed according to plan, issues are rapidly resolved, and performance is consistently monitored and improved. The role also supports the management of HSV's owned and leased vehicle fleet and drives best practice in contractor engagement, Chain of Responsibility (CoR) compliance, and transport safety initiatives.

3. Specific duties and accountabilities

Transport Operations Coordination

- Coordinate daily transport runs for multiple vehicle types (e.g., trucks, vans) servicing metropolitan and regional public health services.
- Liaise with third-party logistics (3PL) providers and in-house drivers to confirm dispatch schedules, load requirements, and delivery priorities.
- Oversee the daily allocation of deliveries using HSV's Warehouse Management System (WMS).
- Proactively monitor live delivery performance and adjust schedules as required to ensure customer service level agreements are met.
- Identify and escalate any service disruptions, missed deliveries, or vehicle breakdowns to minimise impact on health services.
- Maintain real time visibility of outbound freight and coordinate with the DC operations and Customer Operations teams to meet SLAs.

Fleet and Carrier Management

- a. Manage HSV's leased fleet of trucks and vans including service schedules, damage reporting, fuel card and eTag management, and vehicle compliance documentation.
- b. Support monthly vehicle inspections and logbook checks, ensuring adherence to HSV's fleet management policies.
- c. Coordinate with third-party freight providers for ad-hoc or overflow deliveries, ensuring competitive rates and service quality.
- d. Track and log subcontractor usage and costs, contributing to overall transport expenditure reporting.

Performance Monitoring and Reporting

- a. Monitor and analyse transport KPIs (on-time delivery, DIFOT, utilisation, cost per delivery) using operational data and dashboards.
- b. Maintain daily records of missed deliveries, delays, and unresolved queries, ensuring accurate root cause tracking.
- c. Support the preparation of monthly transport performance reports for internal stakeholders and management.
- d. Assist in maintaining a centralised query register to track transport related issues through to resolution.

Continuous Improvement and Project Support

- a. Actively participate in continuous improvement initiatives, including load optimisation, route efficiency reviews, and process automation.
- b. Identify inefficiencies and recommend improvements to reduce costs, improve service, and streamline communications.
- c. Support project implementation tasks such as the rollout of new delivery models and onboarding of health services.

Compliance and Safety

- a. Ensure compliance with transport-related Workplace Health and Safety (WHS), Chain of Responsibility (CoR), and fatigue management requirements across all delivery activity.
- b. Coordinate pre-departure checks and ensure drivers are equipped with the appropriate PPE and load restraint tools.
- c. Contribute to incident investigations and corrective actions involving transport-related safety events.
- d. Participate in audits and compliance reporting as required by HSV's Governance, Risk and Compliance team.

Stakeholder Engagement and Communication

- a. Act as the central point of contact for all transport-related queries within the DC operations team.
- b. Maintain open communication with DC Team Leaders, Purchasing, Customer Operations, and external health service stakeholders.
- c. Provide clear, timely updates to internal and external customers regarding delivery timelines and service impacts.
- d. Engage in regular coordination meetings to ensure alignment between transport, Distribution Centre operations, and customer operations.

Health, safety and wellbeing (BeSafe)

- a. Trains everyone to do their job safely and holds them accountable
- b. Regularly recognises employees who actively follow safety rules and standards
- c. Supports active monitoring of employee performance and compliance with safety standards
- d. Collaborates with the team on safety issues and decisions through a consultative process
- e. Take reasonable care for your own safety and act in a safe manner to reduce risk to others
- f. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards
- g. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV

HSV values

Uphold the HSV values:



Collaboration at HSV

- Builds a supportive and cooperative team environment
- Engages other teams to share information in order to understand or respond to issues and opportunities
- Supports others in challenging situations

HSV strategy, policies and procedures

- Contribute to the delivery of HSV's strategic plan and roadmap initiatives.
- Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

Other duties

- While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

4. Qualifications and experience required

Academic

- Completion of Year 12 (or equivalent) is required.
- A tertiary qualification in Logistics, Supply Chain Management, Transport Operations, or a related field is desirable.

Experience

- Minimum of 2–3 years of experience in a transport, logistics, or supply chain role.
- Experience in coordinating deliveries within a complex supply network, preferably servicing healthcare or essential services.
- Experience managing third-party logistics providers and in-house delivery fleets.
- Exposure to performance monitoring and root cause analysis for transport KPIs.
- Valid full driver's licence and forklift licence (desirable).

5. HSV's Leadership Capability Framework

Team leaders

Team leaders are consistently excellent performers. They embrace continuous growth and learning for themselves and their team. They are skilled at planning and prioritising work to enable their team to deliver. They are goal-oriented, with a focus on safety and finding solutions for their customers and achieving outcomes. They use data and facts when communicating important information to teams they manage and to their managers. They take every opportunity to work collaboratively, recognise great work and celebrate the success of their people.

Priority leadership capabilities for team leaders:

- Builds talent - Identifies strengths and enables our people to learn, develop and reach their full potential
- Drives change and innovation – Is courageous, open to new ideas, champions and navigates change

- Engages people - Builds trust, inspires and motivates, recognises effort and achievement while ensuring the team feels safe and included
- Provides direction - Clearly communicates strategy and priorities and promotes openness and transparency
- Leads health and safety - Sets expectations and takes responsibility for a physically and psychologically safe culture and work environment
- Problem solver - Develops useful, workable and practical solutions to address issues, shows initiative, gets things done and owns the results

6. Locations for work

Primary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria

Secondary:

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000;
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.

Some travel to HSV customer sites is a requirement of this position.