

Administrative Assistant – Facilities & Assets

Position Description

Position Title	Administrative Assistant
Responsible Council	St Vincent de Paul NSW (SVdP) NSW
Reports To	Contracts Administrator - Facilities & Assets
Base Location	Woolloomooloo and/or as required

Primary position objective

The Facilities & Assets, Administrative Assistant role provides administration support to the Facilities & Assets, Contracts Administrator.

To manage all property records and documentation, and in particular, to administer, install and maintain data in the Vision Property Management System effectively, and to train and instruct other users in the system.

A high regard is placed on the delivery of excellent customer service to all stakeholders within SVdP, whilst adhering to St Vincent de Paul (SVdP) mission and values.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society NSW is a leading provider of community support services and works across the State in the areas of retail, homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Duties and Responsibilities

Governance

- Understand and adhere to SVdP policies and procedures, mission and values
- Deliver a high level of customer service in line with SVdP Ethos
- Ensure information is managed in a confidential and sensitive manner at all times
- Comply with all SVdP Work Health & Safety related policies and procedures
- Identify and report all safety hazards and incidents according to SVdP procedure

People, Growth & Development

- Participate in team/staff meetings and development
- Actively participate in performance reviews
- Keep senior SVdP staff informed of opportunities and risks associated with delivering property service
- Participate in consultation and training related to Work Health and Safety, and improve related requirements

Facilities management Support

- Provide assistance to Facilities & Assets, Contracts Administrator
- Assistance in setting up, administering and maintaining systems for all maintenance works related requests, including reactive and planned scheduled maintenance.
- Assistance in setting up, administering and maintaining contracts for delivery of facility maintenance services
- Receiving and responding appropriately to phone calls, fax and emails in regard to work requests
- Assist in the invoicing payments process
- Assisting in managing a team of maintenance technicians and contractors.
- Receiving, reviewing and processing of contracts, leases and other documentation in accordance with SVdP procedures, and ensuring correct filing in Vision, and hard copy files.
- Other clerical tasks as required towards update reactive repairs,
- Maintain a database of repairs and maintenance requests, both in progress and completed across all planned and reactive works.
- Obtain quotes from contractors when required and prepare for approval
- Arrange and coordinate access for contractors as required
- Record meeting minutes
- Collect and distribute mail

Vision Property Management System

- Understand the overall purpose of the VISION Property Management system and manage its day-to-day operations with all stake holders. (All users, ICT, Vision)
- Filing into Vision any general property related documentation and correspondence, as directed.
- Recommend improvements coordinate and communicate changes, improvements and other important information about the system as needed to all stakeholders..
- Conduct periodic review of the system operations to insure that all is working as intended.
- Conduct periodic review of the data to ensure that it is accurate.
- Coordinate with all statewide stakeholders to ensure acceptable levels of documentation; including audits and controls to ensure data integrity, and procedures for operating and maintaining the system.
- Responsible for specifications on what the system will and will not do (including reporting).
- Implement the policy and process for granting access to the system and periodic reviews of the access.
- Oversee and conduct the training, development and presentation for all staff that use Vision, including individual and joint tuition sessions to ensure that all users are familiar and comfortable with using the system.
- Organize regular 'User Forums' to link users across that state and deal with enquiries and problems experienced by the users.
- Prepare reports using data from the Vision System, as required.

Essential Criteria

- General administration and customer service skills
- Satisfactory written and oral communication skills
- Ability to meet tight deadlines and manage multiple tasks effectively
- Ability to work in a small team environment and work with minimum supervision
- Ability to quickly learn new information system software packages
- Good attention to detail and ability to manage data and reporting requirements
- Proficiency in Microsoft Office software applications including Word, Excel, and PowerPoint
- Willingness to adhere to the mission and ethos of the Society

Desirable Criteria

- Relevant qualifications
- Experience in the Property Sector
- Experience in using Property and Asset Management System Software packages/MS Project software

The St Vincent de Paul Society is an Equal Employment Opportunity Employer.