



Administration Manager

Foundation Housing is a not for profit organisation at the forefront of the management and development of affordable housing in Western Australia.

We are currently looking for an Administration Manager on a full time basis based in our Leederville office.

This role oversees the administrative, security, office services, IT hardware and communications network operations of the organisation.

Role Responsibilities:

- Lead and manage a team of Receptionists over multiple sites
- Driving forward a culture of continuous business process improvement
- Managing all facets of office facilities
- Manage and monitor expenditure, including input to budget & reforecast preparation
- Managing network operations through 3rd party provider
- Managing the CCTV and security for accommodation and offices

The holding of a National Police Clearance and Driver's License are essential.

Foundation Housing provides a stimulating, positive and supportive work environment in what can sometimes be a challenging sector. The organisation has a very clear set of values that assist staff in their day-to-day dealings with tenants, residents, stakeholders and other staff. As a not-for-profit organisation, staff members are also entitled to receive salary packaging benefits.

For more information and to view the full job description please visit our website at www.foundationhousing.org.au. To be considered your application should include a copy of your resume and a covering letter addressing the essential criteria for the position which can be found in the job description.

Applications to be received no later than COB Friday 16 March 2018.

1. Position Identification:

Title:	Administration Manager	FHL Level:	6
Department:	Finance & Administration	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Corporate Services Manager	Date last updated: By whom:	Gary Oliver Feb 22nd 2018

2. Purpose of Position:

Reporting to the Corporate Services Manager, the Administration Manager role is to oversee the administrative, security, office services, IT hardware and communications network operations of the company.

The Administration Manager supervises reception staff across 3 locations.

The Administration Manager supports the operation by planning, organising and implementing administrative systems.

3. Key Working Relationships:

Internal: All staff in particular senior management.	External: Clients 3 rd party suppliers, IT services and telecommunications infrastructure as well as Government bodies.
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4. Accountabilities and Responsibilities:

Management/Team Leadership

- Lead and manage a team of 7 Reception staff over multiple sites, to ensure maximum efficiency and service delivery.
- Ensure the efficient and effective delivery of information across the organisation.
- Provide support by identifying and anticipating needs for reception and office services and establishing appropriate policy & procedures
- Contribute to team outcomes through the delivery of KPIs.
- Driving forward a culture of continuous business process improvement

Administration

- Management of all office facilities including security, cleaning, photocopier, office supplies and purchasing of materials in line with budget
- Ensure the security, integrity & confidentiality of company data and documentation through effective administration and delivery document management processes for physical and electronic storage.
- Maintain and update Administration policy & procedures
- Administration support for tenant complaint process
- Manage and report on the Foundation Housing motor vehicle fleet
- Manage of Foundation Housing policy & procedure framework, ensuring the company intranet is updated accordingly.
- Manage correspondence and central filing system, including organisational records, documents, archiving and policies & procedures framework.
- Manage government agency relationships where applicable

Finance

- Input into development of budget and reforecast preparation
- Manage and monitor costs and expenses in line with approved budget, escalating variances as required
- Check and authorise invoices and send to Finance for payment
- Provide Vehicle reports for FBT return annually

IT & Security

- Plan, manage and support company communication (Landlines, all mobile devices, teleconferencing, Skype) requirements ensuring efficiency and in line with budget
- Manage network operations through 3rd party provider (eg Netlink)
- Manage CCTV and security for accommodation lodges and offices including swipe cards, keys and alarms
- Manage Tenancy system support queries and software changes through the Chintaro advisory committee
- Support IT innovation and development, by identifying needs and evaluating options to improve efficiency and effectiveness.

Other

- Other duties as required

5. Competencies:

Effective planner who requires minimal supervision to achieve quality outcomes.
Excellent time management skills, and adapts well to varying pressures within the job role.
Overcomes issues and challenges with a positive outlook and is solution focused
Attention to detail and accuracy of a high standard in all areas of work
Focuses and guides team to accomplish work objectives
Delegates and empowers team
Proactive, professional and flexible in approach taking personal accountability for delivery and quality of work
Excellent communication skills

6. Culture and Values:

We care for people:

Giving people our time
Listening well
Being kinder than need to be
Understanding that everyone's story is unique and of equal value
Actively looking for the strengths in others

We own all of our decisions and actions:

Admit mistakes, learning from them and fixing things up
Respecting organisational policies and procedures and following them
Having the courage to make the tough decisions and stand by them

We are passionate:

Caring intensely about the work we do
Inspiring others with excellence
Celebrating success
Embracing and driving change

We focus on finding solutions:

Providing timely and accurate information to others so that solutions can be found
Understanding that others often know the solutions to their own problems and assisting them to find their own way forward
Not bring just the problem but ideas about possible solutions

We are always honest:

Providing well thought out and constructive feedback
 Initiating the challenging and tough conversations
 Saying what you are thinking and doing what you say

Nurture relationships:

Having fun together
 Earning the trust of others
 Checking in with people regularly particularly when things are tough
 Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

7. Safety Awareness:

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

8. Work Related Requirements/Selection Criteria:

Essential Skills and Experience:

Demonstrated experience in an office or corporate services management role.
 Understand office administration systems and processes
 Familiarity with financial and facilities management principles
 High Level of computing knowledge related to computer systems and software
 Excellent client and stakeholder management skills with the ability to create effective internal & external relationships
 A team player with proven leadership skills
 Excellent organisational skills and high level of attention to detail
 Effective communicator with the ability to problem solve, directing enquiries where appropriate
 Budgetary and financial management
 Ability to innovate to create and implement continuous improvement initiatives
 Support and influence stakeholders
 Full driving license

Desirable Skills

Experience working in a social housing or community organisation and/or in property management

9. Position Dimensions:

Number of staff directly reporting to position	7 staff
Work Locations	Based in Leederville but required from time to time to visit multiple office sites as the need requires

Employee Name: _____

Signature: _____ Date: _____

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