

Leanne Roberts

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Leanne has over 40 years corporate experience in business support roles in Melbourne and Sydney. Working in areas such as Government, Information Management, Transport, HR, Finance and Banking she has gained invaluable experience in a wide range of roles. Recently relocated to the Gold Coast for a sea change.

In 2007 Leanne established her business *Assistance Plus* to provide professional support and assistance to clients utilising her many varied skills, specialising in coordinating submission of large tenders.

Skills

Computer Skills

■ TYPING	70-80 wpm, Dictaphone and Audio Transcriptions
■ SOFTWARE	
MS Word	- Advanced
MS Excel	- Advanced
MS PowerPoint	- Advanced
MS Access	- Intermediate
MS Visio	- Intermediate
MS Publisher	- Intermediate
MS Project	- Intermediate
MS Outlook	- Intermediate
Microsoft Frontpage	- Intermediate
Macromedia	- Intermediate
Adobe Illustrator	- Intermediate
Adobe Photoshop	- Intermediate
Wordperfect	- Intermediate
Seagate Crystal Reports	- Intermediate

Non Technical

- Experience in a wide variety of personal assistant / business support roles
- 'Document Architect', Tender Coordinator, Bid Coordinator for tender submissions; response document structure and template creation, compliance checking, version control and desktop analysis
- Electoral Officer at Federal Elections
- Exceptional time management and organisational follow through skills
- Strong analytical skills with excellent attention to detail
- Document and Version Control
- Financial reconciliations
- ISO Quality Documentation, including internal auditing
- Shorthand
- Marketing, Brochure, Newsletter design

Employment History

Assistance Plus	Various business support contracts as Business Owner	2007—current
Pacific National Pty Ltd	Technical Author	2005—2007
Temporary Agencies	Various PA / Secretarial / Tender / Document Control assignments	2004
Pickfords Records & Information Managers	Support Services Coordinator	1996—2004
Temporary Agencies	Various PA / Secretarial assignments	1994—1996
MITs Limited	Personal Assistant for General Manager, Finance	1993
Yellow Pages Australia	Personnel Assistant / Prism Administrator	1991—1993
Austraclear Limited	Administrative Assistant (Sydney 1987-1991) VDU Supervisor / Clerk (Melbourne 1984-1987)	1984—1991
Commonwealth Bank of Australia	Internal Relief Typist / Authorities Typist / Valuers Typist / Personal Loans Receptionist / Assistant Accountants Secretary	1981—1984

Leanne has undertaken a number of contracts for **various clients** since establishing *Assistance Plus*

- Coordination of Tender and Grant submissions
- PowerPoint presentation design and formatting
- Audio Transcriptions
- University Thesis formatting
- Mortgage Application forms in excel
- Form design
- Contract formatting
- Resume design
- Data entry for real estate marketing
- Newsletter design

AMES Australia

Provides settlement, training and employment assistance to refugees and newly arrived migrants

Leanne has established an ongoing contract with *AMES Australia* to provide support with

- Government Tender submissions
- Support to Finance team
- Administration of Grant submissions
- Desktop Analysis - ABS Census data, council statistics, research support
- Annual Report design, formatting, data
- Formatting of government policy papers
- Data compilation and graphs
- Administrative support for Research projects
- Excel training for staff
- Tutorial resource formatting

Research and Policy

April 2007–ongoing

Leanne was contracted in 2007 following a contract role in 2004 to provide support to AMES Research and Policy with submission of Government tenders.

Achievements

- Coordinated electronic lodgement of AMES submissions via Austender for large scale government tenders including AMEP, Job Network, HSS and LLNP

Major Duties

- Managed a complex and comprehensive set of administrative and document presentation tasks for the submission of tenders, policy papers and other research and policy work undertaken in the Research and Policy team
- Provided high level word processing support and document management for preparation of responses
- Established and managed complex electronic and paper based document file systems to ensure files were accessible to all team members
- Sourced, organised and updated data and information to support tenders, research papers and other work as required
- Provided support for contract negotiations and managed establishment of records

Finance Team

December 2012–December 2014

Leanne was contracted to provide support to the Finance team, Asylum Seeker Programs during the implementation of the contract with government.

Achievements

- Transitioned manual client payments to fortnightly payment system
- Established procedures for fortnightly payment processing

Major Duties

- Managed client payments for Community Detention (CD) clients, with the support of 2 staff
- Financial reconciliations for payments

As *Technical Author*, Leanne contributed to the success of the Safety Risk department through the management of technical documentation, administration of databases and preparation of analytical reports. The Safety Risk team were responsible for risk management, audit and 'just culture' investigation services, while providing overall management of the divisional safety policies and procedures.

Achievements

- Developed and implemented statistical reports for safety performance
- Dramatically improved format and consistency of Divisional documentation
- Development of Document and Change Management processes
- Rationalisation of Network Service Plan documentation

Major Duties

- Maintenance of safety documentation to corporately defined standards
- Managed the distribution and publication of safety information to all Network and Access personnel
- Preparation of analytical and periodic management reports
- Administration and ongoing improvement of the Document Management System
- Administration of safety databases
- Contributed to the ongoing improvement for the distribution of safety related information
- Maintenance of the events calendar

Temporary Assignments**September 2004–December 2004**

Temporarily Yours, Drake Overload, Chandler & Mcleod

Various PA / Secretarial / Tender / Document Control assignments for the following companies:

- | | |
|-----------------|----------------------------|
| ▪ AMES | ▪ National Australia Bank |
| ▪ Aviva | ▪ Pacific National Pty Ltd |
| ▪ Carey Grammar | ▪ Temporarily Yours |

Pickfords Records and Information Managers**October 1996–August 2004***(Now known as Iron Mountain Pty Ltd) - Information Technology and Records Management Specialists*

202-228 Greens Road, Dandenong

As *Support Services Coordinator*, Leanne provided co-ordination, assistance and confidential secretarial support to the Director and Corporate Office team. Other key aspects of this position included tender response co-ordination, national quality control, monitoring and compiling reporting within timetables, developing statistical information, national marketing standards and special projects.

Achievements

- Established a library of resource documentation for tender submissions, including response templates
- Established and developed the monthly reporting process
- Assisted with the design and implementation of the Pickfords Quality intranet site
- Established and controlled national marketing standards

Major Duties

- Coordination, preparation and submission of tender responses
- Collation of monthly/quarterly reports & supporting statistics
- Records Management National Document Controller, including regular updates of the Quality Manual
- Preparation of monthly board paper
- Monitoring of Pickfords corporate office accounts, including accruals and adjustments

Temporary Assignments**January 1994–October 1996**

Metier Personnel, Drake Overload and Hallis Personnel

Various PA/Secretarial positions held at the following companies:

- | | | |
|---------------------------------|-------------------------------|-------------------------|
| ▪ Allied Pickfords Pty Ltd | ▪ Ernst & Young | ▪ Simplot Australia |
| ▪ AMP Investments Australia Ltd | ▪ GSA Group Pty Ltd | ▪ Telecom |
| ▪ Ansett Australia | ▪ Lend Lease Group | ▪ Thomson White/FCB |
| ▪ BP Australia Ltd | ▪ Metier Personnel | ▪ Turnbull Fox Phillips |
| ▪ Bristol-Myers Squibb | ▪ MLC Building Society | ▪ Webb & |
| ▪ Cleanaway | ▪ Schroders Australia Limited | |
| ▪ Coles Myer Limited | ▪ Sheraton Hotel | |

Personal Assistant to General Manager, Finance

- Developed, formatted and maintained Annual Report Financials in Excel
- Assisted with preparation of Monthly Board Papers
- Maintained and distributed MITS Internal Telephone Directory
- Maintained and distributed Induction Manual
- Established Car Fleet Vehicle File Maintenance

YELLOW PAGES AUSTRALIA

301 Burwood Highway, Burwood

May 1991–July 1993

Personnel Assistant / PRISM Administrator

Achievements

- Developed and maintained Procedures for Human Resource System
- Wrote and updated Training Manual for Human Resource System
- Conducted Training Sessions on Human Resource System and Word Processing
- Provided support to staff for Human Resource System and Word Processing

Major Duties

- Maintained Organisation Module of Human Resource System
- Produced Quarterly Organisational Charts
- Maintained System Administration of Human Resource System (security access, passwords etc)
- Report Writing
- Salary Review documentation
- Superannuation administration
- Conducted Audit Checks of Human Resource System

AUSTRACLEAR Limited

Clearing House for Short Term Money Market

July 1984–March 1991

HEAD OFFICE, 2 O'Connell Street, Sydney

January 1987 - March 1991

Administration Assistant

Achievements

- Assisted with conversion and training of New Administration System from Datapoint to Fintracs
- Conducted Training Sessions with Austraclear clients on Security and Password administration
- Established the Administration of Austraclear in New Zealand
- Trained New Zealand clients and staff on Security/Administration issues at the Reserve Bank of New Zealand in Wellington and Auckland
- Undertook higher duties for Branch Managers in Brisbane and Adelaide including Staff Supervision

Major Duties

- Implemented and maintained Security and Member/Bank records on Fintracs Administration System
- Provided support to Password Administrators and Branch Managers on Password and Security issues
- Prepared fortnightly and monthly salary runs through TNT Processing
- Maintained Personnel Records

MELBOURNE BRANCH, 11-19 Bank Place, Melbourne

July 1984 - January 1987

VDU Supervisor / Clerk

- VDU Input
- Checking of Money Market Securities
- Generating Reports
- Customer Queries
- Maintenance of Personnel Records
- General Secretarial duties including Word Processing and Telexing
- Maintenance of Mailing/Information Lists

Internal Relief Typist / Authorities Typist / Valuers Typist / Personal Loans Receptionist / Assistant Accountants Secretary

- Maintenance of Staff Records
- Typing of Personal Loan Application Forms
- Word Processing
- Reception
- Shorthand
- Typing
- Associated Clerical Duties

Training Courses

2015	Social Media in the workplace	Courses for Success
2014	Refresher courses in MS word, powerpoint and excel	Courses for Success
2012	Certificate IV in Business Administration	Talent 2
2009	Web Standard: Introduction	CAE
2001	How to Design Attention Grabbing Brochures, Catalogues, Ads, Newsletters and Reports	Skillpath
2001	Effective Time Management	ATC Training Australasia
2000	Introduction to Project	ATC Training Australasia
1998	Advanced Access	ATC Training Australasia
1998	Quality Documentation	P-E Handley-Walker Pty Ltd
1998	Audit Skills for Quality Assurance	P-E Handley-Walker Pty Ltd
1998	Understanding ISO 9000	P-E Handley-Walker Pty Ltd
1999	Crystal Reports Introductory Course	Brilliant Training & Consulting

Education

ST JOHNS REGIONAL COLLEGE (1975–1980) DANDENONG

SECRETARIAL COURSE (1980)

SHORTHAND
TYPING
SECRETARIAL PRACTICE
BUSINESS MATHS
HSC ENGLISH
HSC ACCOUNTING

YEAR 11 (1979)

SHORTHAND
TYPING
GRAPHICS
MATHS b
ENGLISH
ACCOUNTING

Referees

Available on request