

# Leanne Roberts

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Leanne has more than 30 years corporate experience in business support roles in Melbourne and Sydney. Working in areas such as Government, Information Management, HR, Finance and Banking she has gained invaluable experience in a wide range of roles.

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

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Computer Skills	▪ TYPING	70-80 wpm, Dictaphone
	▪ 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

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- Non Technical
- Experience in a wide variety of personal assistant roles
  - 'Document Architect' for tender submissions; response document structure, compliance checking and version control
  - Exceptional time management, organisational follow through skills
  - Strong analytical skills, with excellent attention to detail
  - Financial reconciliations
  - ISO Quality Documentation, including internal auditing
  - Marketing, Brochure, Newsletter design
  - Shorthand

## TRAINING COURSES

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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

## Employment History

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April 2007 - current	Various business support contracts as Business Owner ASSISTANCE PLUS
December 2012 - December 2014	Financial Reconciliations / Manager CD Finance AMES (contracted through <i>Assistance Plus</i> )
July 2010 - December 2014	Various contracts through <i>Assistance Plus</i> Tender Administrator (NEC), Thesis formatting, Mortgage and Utility Form Design, Powerpoint presentations,
April 2007 - June 2010	Tender Administrator / Coordinator AMES (contracted through <i>Assistance Plus</i> )
January 2005 - March 2007	Technical Author PACIFIC NATIONAL PTY LTD
September 2004 - December 2004	PA / Secretarial / Tender / Document Control assignments Various TEMPORARY ASSIGNMENTS (via Temporarily Yours, Drake Overload, Chandler & McLeod)
October 1996 - August 2004	Support Services Coordinator PICKFORDS RECORDS & INFORMATION MANAGERS (now known as Iron Mountain)
January 1994 - October 1996	PA / Secretarial temporary assignments Various TEMPORARY ASSIGNMENTS (via Metier Personnel, Drake Overload & Hallis Personnel)
July 1993 - December 1993	Personal Assistant for General Manager, Finance MITS LIMITED
May 1991 - July 1993	Personnel Assistant / Prism Administrator YELLOW PAGES AUSTRALIA (now known as Sensis)
July 1984 - March 1991	Administrative Assistant (Sydney - Jan 1987-March 1991) VDU Supervisor / Clerk (Melbourne - July 1984-Jan 1987) AUSTRACLEAR LIMITED
December 1980 - June 1984	Internal Relief Typist / Authorities Typist / Valuers Typist / Personal Loans Receptionist / Assistant Accountants Secretary COMMONWEALTH BANK OF AUSTRALIA

### *Assistance Plus* April 2007 - current

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

- Mortgage Application forms in excel
- University Thesis formatting
- Coordination of Tender and Grant submission
- Form design
- Contract formatting
- Powerpoint presentation formatting
- Resume design
- Data entry for real estate marking
- Newsletter design

Leanne has established an ongoing contract with AMES to provide support

- Government Tender submissions (see following page)
- Support to Finance team (see following page)
- Formatting of government policy papers
- Data compilation and graphs
- Annual Report data
- Excel training for staff
- Tutorial resource formatting
- Research

*AMES*  
255 William Street, MELBOURNE VIC 3000  
December 2012 - December 2014

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Leanne (through her business *Assistance Plus*) was contracted to provide support to the finance team, Asylum Seeker Programs.

*Achievements*

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

*Major Duties*

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

*AMES*  
1 Little Collins Street, MELBOURNE VIC 3000  
April 2007 - June 2010

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Leanne (through her business *Assistance Plus*) was contracted to provide support to AMES Research and Policy with the submission of Government tenders.

*Achievements*

- Coordinated electronic lodgement of AMES submissions via Austender for large scale government tenders such as 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
- Established and managed complex electronic and paper based document file systems to ensure that files were accessible to all team members
- Sourced, organised and updated data and information to support tenders, research papers and other work involved
- Provided high level word processing support and document management for preparation of responses
- Provided support for contract negotiations and managed establishment of records

*PACIFIC NATIONAL PTY LTD*  
628 Bourke Street, MELBOURNE VIC 3000  
January 2005 - March 2007

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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
- Development of Document and Change Management processes
- Rationalisation of Network Service Plan documentation
- Dramatically improved format and consistency of Divisional documentation

*Major Duties*

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

## *TEMPORARY ASSIGNMENTS*

Temporarily Yours, Drake Overload, Chandler & Mcleod  
September 2004 - December 2004

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

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

## *PICKFORDS RECORDS AND INFORMATION MANAGERS*

(Now known as Iron Mountain Pty Ltd)  
*Information Technology and Records Management Specialists*  
202-228 Greens Road, DANDENONG VIC 3175  
October 1996 - August 2004

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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
- Preparation of monthly board paper
- Monitoring of Pickfords corporate office accounts, including accruals and adjustments
- Records Management National Document Controller, including regular updates of the Quality Manual

## *TEMPORARY ASSIGNMENTS*

Metier Personnel, Drake Overload and Hallis Personnel  
January 1994 - October 1996

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*Various PA / Secretarial positions held at the following companies:*

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

## *MITS LIMITED*

*Information Technology Specialists*  
474 Flinders Street, MELBOURNE VIC 3000  
July 1993 - December 1993

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*Personal Assistant to General Manager, Finance*

- 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 VIC 3125  
May 1991 - July 1993

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*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 System Administration of Human Resource System (security access, passwords etc)
- Maintained Organisation Module of Human Resource System
- Produced Quarterly Organisational Charts
- 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

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HEAD OFFICE, 2 O'Connell Street, SYDNEY NSW 2000

January 1987 - March 1991

*Administration Assistant*

*Achievements*

- Assisted with conversion & 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 fortnight and monthly salary runs through TNT Processing
- Maintained Personnel Records

MELBOURNE BRANCH, 11-19 Bank Place, MELBOURNE VIC 3000

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

*COMMONWEALTH BANK OF AUSTRALIA*  
HEAD OFFICE, 367 Collins Street, MELBOURNE VIC 3000  
December 1980 - June 1984

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*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

## *EDUCATION*

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### **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*

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### **Jenni Blencowe**

Manager, Research & Policy, AMES

### **Garry Stephenson**

Director, Elementum Pty Ltd