

Leanne Roberts

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www.assistanceplus.com.au

Leanne has over 35 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

Computer Skills

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

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 and 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

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

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

ASSISTANCE PLUS

April 2007–current

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 submissions
- Form design
- Contract formatting
- Powerpoint presentation formatting
- Resume design
- Data entry for real estate marketing
- Newsletter design

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

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

AMES AUSTRALIA
1 Little Collins Street, MELBOURNE VIC 3000
April 2007–ongoing

Leanne (through her business *Assistance Plus*) is 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

- Manage 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
- Establish and manage complex electronic and paper based document file systems to ensure files are accessible to all team members
- Source, organise and update data and information to support tenders, research papers and other work as required
- Provide high level word processing support and document management for preparation of responses
- Provide support for contract negotiations and manage establishment of records

AMES AUSTRALIA
255 William Street, MELBOURNE VIC 3000
December 2012–December 2014

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 fortnightly payment processing

Major Duties

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

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

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

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

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

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

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

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

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

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

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