

POSITION DESCRIPTION

Position Title: Property and IT Team Lead (Central Office)

Division: Finance and Property

Position Reports to: Head of Property and SDA

Direct Reports: 2 (Reception staff)

Position Overview

The position is an integral part of the Property team with key responsibilities as follows:

- Operates closely and supports the Head of Property and SDA, and Director IT Operations, including with the implementation of special projects.
- Manages the Central Office administration functions, which include procurement activities, utilities and office supplier contracts' management, expenses monitoring, Central Office facility services coordination, together with car-parking.
- Leadership, management and support to Central Office Reception staff.
- Administration of IT assets and procurement activities, including support to staff with IT provisioning.

Key Responsibilities

Property related:

- Liaise with customers, stakeholders, staff and managers across the organisation on various issues affecting or impacting Central Office.
- Manage and streamline workflows and in conjunction with Head of Property and SDA develop procedures to boost/improve operational efficiency.
- Manage the Central Office tenancy matters, including maintenance activities and security, and act as the point of contact for the Landlord's Building Management requirements.
- Log and maintain accuracy of the Central Office facility information, together with Central Office and other properties contracted utilities and related resources information.
- Facilitate the dissemination of building information to relevant staff.
- In conjunction with the WHS team, manage the OHS responsibilities relating to the Central Office, including regular workplace inspections, ongoing operation of the duress alarm, fire and safety briefing for new starters, visitors and contractors.
- Management of fire warden information and training compliance, lead evacuation procedures and drills in consultation with the WHS team.
- Assist and support the Fleet team with the Central Office pool vehicles.
- Assist the Finance team with accounts payable, raise purchase orders and monitor administrative expenses.
- Lead and manage Yooralla's procurement of consumables and office supplies.
- Supervise and coordinate the replacement and maintenance of office equipment and furniture.
- Maintain vendor relationships and coordinate onboarding of new vendors.
- Provide mentoring and leadership support to Reception staff.
- Manage as and when required, due to leave or resource absence, Reception functions and resources.
- Coordinate training requirements to Reception staff and monitor performance.

IT Operations related:

- Log and maintain accurate information for IT asset provisioning and other service requests.
- Resolve or escalate IT issues that hinder procurement and IT asset administration activities.
- Maintain and support the quality and accuracy of the IT asset register including hardware and software, contracts, licences, service agreements and warranties.
- Identify opportunities to improve processes that support accurate, efficient IT asset management.
- Deliver business reporting relating to IT asset and procurement, and assist with annual audits and IT asset reconciliation, as required.
- Contribute to the development of appropriate policies, standards and procedures for the effective management of IT asset estate.
- Maintain IT Build Room base stock levels via regular auditing and ordering schedule.
- Administer periodic billing and cost centre allocations for IT assets, services and software.
- Participate in a range of IT meetings and planning activities.
- Assist with other aspects of IT administrative tasks as and when required.

Selection Criteria

Mandatory Requirements:

- Current National Police Record Check.
- Working with Children Check.
- NDIS Worker Screening Check.
- Current driver's licence to drive in Australia.

Professional Experience

- Proven experience as an office manager or in a similar senior administrative leadership role.
- Prior experience in providing leadership and support to office and Reception staff.
- Proven track record in management and supervision of administrative staff, and in overseeing operations.
- Well experienced in developing, implementing and optimising new office procedures to improve operational efficiency.
- Exceptional organisational and time management skills, with strong written and verbal communication.
- High level of competency with Microsoft or similar office software.
- IT asset administration experience and good understanding of IT terminology.

Personal Skills and Attributes

- Ability to foster a collaborative, inclusive and diverse workplace culture.
- High level interpersonal, written and oral communication skills.
- Ability to liaise effectively with a range of staff, managers, customers and other stakeholders.
- Ability to lead and motivate staff.
- Excellent time management and organisational skills.
- Ability to manage and resolve conflicting demands.
- Ability to work independently and as part of a team.
- Problem-solving and decision making skills.
- Capacity to work effectively to deadlines.
- Ability to adapt to a constantly changing environment.
- Attention to detail and a high level of accuracy.

About Yooralla

Yooralla has a long and proud history of working to achieve a fair go for all people with disability. We have played an active role in improving public awareness and progressing the nature of disability support in Australia.

Our mission is to actively support people with disabilities, their families and carers, in all their diversity, to live the life they choose. Our story starts in 1918.

Our Vision

Everyone feels safe, included and supported to lead their best lives.

Our Mission

To foster wellbeing through the strength of relationships and communities by providing support, education and pathways to home.

What does this mean for those we work with?

- That people with disability have a home and supports of their choice to enable their independence.
- Families and carers get early and effective support.
- Children and young people in out-of-home-care services feel safe and are supported to thrive.
- All those we work with have connections to education, employment, and community life.
- We will support self determination for First Nations people.
- Students are engaged in their education and supported to achieve.
- Victim survivors of family violence are safe and empowered to recover.