



Government  
of South Australia  
SA Housing Authority

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# Trainee Administrator Employment Opportunity

## Vacancy number - Metri2

### Housing SA Employment Pathway Program

SA Housing Authority believes all South Australians deserve to share in the benefits of our growing economy and is committed to supporting its customers to access employment opportunities.

Economic participation clauses are incorporated in our contracts to create sustainable employment opportunities for customers, leveraging public housing spending for greater social impact.

The Housing SA Employment Pathways Program is exclusively available to Housing SA customers, providing an important pathway for those who want to gain secure and sustainable employment.

### You are eligible if you:

- live in Housing SA accommodation
- have received Housing SA private rental assistance
- live in community housing
- are on the waitlist for public/social housing, or
- are experiencing unstable housing

### Better Neighbourhoods Program

Better Neighbourhoods is an important initiative dedicated to changing the face of public housing by targeting small redevelopment sites across Adelaide and in regional areas.

### This Opportunity

As part of the Employment Pathway Program and the Better Neighbourhoods Program, we now have an **Administrator Traineeship** available.

To be considered you may be required to undertake an unpaid work trial.

All enquiries and applications please contact:

Mel De Leo  
Training & Employment Initiatives Coordinator  
SA Housing Authority  
P: 0418 224 906

<b>Employer</b>	Metricon Homes	
<b>Opportunity</b>	• 1 x Administrator (Traineeship), Full time, 12 months	
<b>Address</b>	162 Greenhill Road, Parkside	
<b>Hours of work</b>	Monday to Friday, full time hours (start and finish time to be determined)	
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Desire to work in the building and construction industry</li> <li>• Previous exposure to building and construction – can be through home renovations, family etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Detail orientated</li> <li>• Resourceful</li> <li>• Proactive and solution focused</li> <li>• Resilient in the face of adversity</li> <li>• Conflict resolution skills</li> </ul>

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	<ul style="list-style-type: none"><li>• A commitment to excellence in customer service</li><li>• Excellent time management</li><li>• Ability to self-regulate in a fast paced, demanding environment</li><li>• Calm under pressure</li></ul>
<b>Uniform/work attire</b>	<ul style="list-style-type: none"><li>• Professional office attire</li></ul> <p><i>Speak with your employment service provider for assistance</i></p>
<b>Minimum requirements</b>	<ul style="list-style-type: none"><li>• A passion for customer service excellence</li><li>• Ability to trouble-shoot and effectively meet deadlines in order to meet established performance standards.</li><li>• Highly effective interpersonal skills and ability to communicate and build rapport with team members, stakeholders and customers.</li><li>• Fostering productive relationships with customers and key stakeholders to deliver excellent customer service.</li><li>• Ability to clearly identify client needs and generate solutions to suit both the customer and employees.</li><li>• Intermediate Microsoft WORD and EXCEL computer skills</li><li>• Highly organised – ability to multi-task and deal with a variety of activities</li></ul>
<b>Position description</b>	See next page
<b>Enquiries and Applications</b>	Melissa De Leo, Employment Pathways Manager, <a href="mailto:melissa.deleo@sa.gov.au">melissa.deleo@sa.gov.au</a> <b>Please reference the vacancy number in your application.</b>
<b>Application deadline</b>	<b>Friday 4<sup>th</sup> June 2021</b>

## Apply now

All placements will be managed by the SA Housing Authority.

Referring agencies and candidates must not contact host employers directly.

To apply, please provide the following to Mel De Leo at [melissa.deleo@sa.gov.au](mailto:melissa.deleo@sa.gov.au) by **Friday 4<sup>th</sup> June 2021**

- Resumé including current contacts: phone, email and address details
- Completed SA Housing Authority Training and Employment registration form.

# Position Description



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**Job Title:** Administrator (Traineeship)

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To provide:

- Administrative support to the EveryOne business nationally
- Ensure the swift response to all tender opportunities
- Support the management of customer projects and their experience through the pre-construction phase from deposit to ACC (Authority to Commence Construction)

**Job Purpose:** This role will provide support to ensure that projects are driven through the system within time frame constraints as set by our contract agreements and as forecasted in accordance with Metricron procedures and standards

The role will require a clear understanding of the residential construction industry with an ability to work to tight deadlines in a fast-paced environment in order to meet project deadlines.

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**Reports to:** Business Lead and Development Executive

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**Date:** May 2021 **No of Pages:** 3

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## **ACCOUNTABILITIES**

- 1. Administration**
- 2. Continuous Improvement**
- 3. Innovation**
- 4. Internal and External Relationships**
- 5. Projects as nominated by Manager**

## **DESCRIPTION OF ACCOUNTABILITIES**

### **1. Administration**

- Develop, implement and manage a communications process which ensures that all customers receive regular, consistent & informative information including written and verbal communication.
- Coordination of tender roles and responsibilities to relevant team members.
- Preparation of and coordination of tender response documents for lodgement.
- Maintaining work in progress/ workflow reports for updates to local and national teams.
- The exchanging of contracts and email correspondence with customers.
- Correspondence of legal documentation to and from our solicitors.
- Maintain the centralized filing system and general office administration.
- Responsible for incoming and outgoing mail, distribution of documentation to all relevant files and departments and recording of it.
- Managing appointments with customers as required.
- Responsible for updating the BusinessCraft system with respect to forecast dates for each subject condition outlined in the contract.

### **2. Continuous Improvement**

# Position Description



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- Maintain a thorough knowledge of the Business Craft software and its use in contract management.
- Maintain a thorough knowledge of company procedures associated with contract management.

### 3. Innovation

- Contribute and communicate ideas that aim to improve the efficiency, effectiveness, and productivity, of the department including profitability of the business. Process improvement and development to reduce customer effort and continued business excellence.

### 4. Internal and external relationships

- Ensure that the relationships with all internal departments, external customers, suppliers, agents and contractors are maintained and improved where able.
- Ensure that company policies and values are followed, particularly:
  - a. Occupational Health and Safety**
    - I. Observing and promoting company Occupational Health and Safety Policies
    - II. Ensuring that work is carried out in a safe working manner, and maintaining safe working environments
    - III. Reporting workplace hazards or unsafe practices promptly for corrective action
    - IV. Immediately reporting instances of injury or near injury to management or the safety committee.
  - b. Harassment, discrimination, equal opportunity**
  - c. Competition compliance**
  - d. Teamwork**
    - I. Assisting other team members when needed including authorized requests from other departments
    - II. Contributing and actively participating in meetings

### 5. Projects as nominated by Manager

- To be completed in full, on time, as agreed with manager.

### KEY PERFORMANCE INDICATORS

- Weekly/monthly KPI's are met
- ACCs achieved within target time
- Accuracy of job data held in BusinessCraft
- Feedback received by team members, other managers and customers
- Inbound calls returned within 24 Hours
- Management of file to relevant departments by timeframes specified in procedures

### COMPETENCIES

**(to be attained, however applicants may demonstrate some of the following)**

- Extensive customer service management experience
- Strong Project Management skills
- High attention to detail and quality
- Planning and organisational skills
- Proven experience in conflict resolution, negotiation, decision making and problem solving
- Motivated with the ability to multi-task; and prioritise work tasks in a fast-paced environment

# Position Description



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- Ability to follow established processes wherever possible but also a good sense for when to go above and beyond for our customers.
- Possess organisational awareness
- Highly developed written, interpersonal and verbal communication skills
- Is willing to adapt to varied workload, while still delivering on your regular tasks
- Highly developed decision-making skills
- Technical knowledge of the construction industry
- Council approval process knowledge
- A good working knowledge of financial institution processes (banks)

### **PERSONAL QUALITIES**

- A commitment to excellence in customer service
- Detail orientated
- Resourceful
- Proactive and solution focused
- Resilient in the face of adversity
- Conflict resolution skills
- Calm under pressure
- Excellent time management
- Ability to self-regulate in a fast paced, demanding environment
- De-escalation/defusing techniques

### **MINIMUM REQUIREMENTS FOR THE ROLE**

- A passion for customer service excellence
- Ability to trouble-shoot and effectively meet deadlines in order to meet established performance standards.
- Highly effective interpersonal skills and ability to communicate and build rapport with team members, stakeholders and customers.
- Fostering productive relationships with customers and key stakeholders to deliver excellent customer service.
- Ability to clearly identify client needs and generate solutions to suit both the customer and employees
- Intermediate Microsoft WORD and EXCEL computer skills
- Highly organised – ability to multi-task and deal with a variety of activities