



## Project Administrator – Housing Management Replacement System Level 5 – SCHCADS Award

### Key role details

Project Administrator	
<b>Reports to (position)</b>	Executive Project Director
<b>Department</b>	Projects
<b>Location</b>	Hybrid working – Hurstville (Relocation to Liverpool late 2024), and may be required to work at other SGCH office locations from time to time
<b>Remuneration level</b>	SCHCADS Award, Level 5
<b>Essential requirements</b>	<p>Minimum 3 years of office/project administration experience, preferably in a software development/project environment</p> <p>Experience performing project administrative support activities, as requested, such as: scheduling meetings, presentations, and workshops; booking meeting rooms and arranging resources; arranging catering; assist in preparation of presentations and documentation including minute taking.</p> <p>A proven track record of delivering efficient administrative support in an environment servicing multiple team members, managing multiple concurrent tasks with competing priorities and demands on time</p> <p>Experience managing communication across a multi-functional team including familiarity with Solution Design Documents</p> <p>Experience with conducting auditing on Project Files and other project related administration</p> <p>Knowledge and understanding of project management principles</p> <p>Demonstrated organisational skills and the ability to multitask</p> <p>Knowledge and experience of MS Office products with specific mandatory expertise in MS-Word, MS-Excel, MS-PowerPoint, MS-Project and Visio</p> <p>Excellent oral &amp; written communication skills</p> <p>Ability to develop professional visual presentations</p>
<b>Desirable skills</b>	<p>Good understanding of social and affordable housing</p> <p>Experience in writing and/or executing test cases</p> <p>Relevant tertiary qualifications and/or equivalent relevant working experience in project management.</p>



## Position summary

As a SGCH Project Administrator for the Connect Four Project (Housing Management Replacement system) you will play a key role in implementing the new housing management system. The Project Administrator is responsible for providing administrative assistance to the Connect Four Project particularly in relation to team and project management activities. The role is responsible for ensuring that team and project documents are appropriately disseminated, approved, and filed and that current project files are up to date. The Project Administrator is responsible for the management and dissemination of minutes, reports, and other project deliverables, freeing the project staff to concentrate on their core tasks. The Project Administrator assumes full responsibility for all project files.

You will be working closely and supporting the Senior Project Manager, Executive Project Director and Product Owner. You will maintain project documentation, document and distribute minutes and actions and regularly audit project files.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

## Your Success Profile

Project Administrator	
<p><b>Knowledge – ‘What do you know?’</b>                      Understand project management principles                      Collaborate with a range of stakeholders to achieve an identified goal                      Value and importance of social &amp; affordable housing to individuals and the community</p>	<p><b>Experience – ‘What have you done?’</b>                      Worked in a fast-paced project environment                      Supported the development &amp; review of project documentation including project status reports, minutes, actions</p>
<p><b>Behaviours – ‘What can you do?’</b>                      Understand, review &amp; improve processes, systems &amp; practices                      Communicate effectively (written &amp; verbal)                      Work within a team environment to achieve a common goal                      Manage multiple tasks in a fast-paced environment</p>	<p><b>Personal qualities – ‘Who you are’</b>                      Detail focused, highly organised and collaborative                      Accountable, taking responsibility for your commitments &amp; actions                      A clear communicator                      A motivated individual who strives to succeed</p>



## Your work as a SGCH Project Administrator

Our strategic work areas	Your daily work
<b>Vision, purpose and strategy</b>	<ul style="list-style-type: none"> <li>• Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities</li> <li>• Be part of a team focused to support delivery of great places, thriving people, connected communities</li> <li>• Aspire to support sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday</li> </ul>
<b>Customers and Teams</b>	<ul style="list-style-type: none"> <li>• Show respect, courtesy and fairness when interacting with our customers and team</li> <li>• Ensure customer and team perspectives are understood</li> <li>• Work with your team and across the business to resolve complex issues and needs</li> </ul>
<b>Process review and improvement</b>	<ul style="list-style-type: none"> <li>• Deliver effective administrative support including being responsible for the project library and version control of documentation</li> <li>• Work with the project team to ensure good project management practices are maintained to support successful delivery of the project</li> <li>• Support project auditing and assurance functions to meet milestones</li> <li>• Consult in improved ways of working for teams</li> <li>• Regular audit of Project Files to ensure signed off versions of primary deliverables exist</li> <li>• On project completion, conduct a final audit of the Project File to ensure it is complete before filing in the Project Archive library</li> </ul>
<b>Project management</b>	<ul style="list-style-type: none"> <li>• Use your project management knowledge and skillset to support the delivery of the Connect Four project including applying relevant project management methodology</li> <li>• Track your work against agreed Project Plan and Schedule</li> <li>• Providing support to PCG, Steer Co and support working groups</li> <li>• File project reports, minutes, and deliverables in the Project Library.</li> <li>• Document and track change control notes</li> <li>• Maintain the RAID, specifically tracking issues with external parties</li> </ul>
<b>Communications and change management</b>	<ul style="list-style-type: none"> <li>• Be an agent for change within the business, sharing the ‘why’ and ‘how’ the changes support the rollout of the Housing Management Replacement Project</li> <li>• Communicate simply and effectively in written material and presentations to team members</li> <li>• Work collaboratively across the Connect Four project team to provide administrative support to the project and communicate any roadblocks as required</li> </ul>



	<ul style="list-style-type: none"> <li>• Distribute controlled copies of project reports, minutes, and deliverables to the appropriate stakeholders.</li> </ul>
<b>Learning mindset and accountability</b>	<ul style="list-style-type: none"> <li>• Ability and willingness to learn new skills and share those skills with team members</li> <li>• Model and encourage a learning or growth mindset within the Project team to build a culture of continuous learning to support rollout of the Housing Management Replacement Project</li> </ul>
<b>Partnership and stakeholder management</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with project stakeholders to achieve milestones and agreed timelines</li> <li>• Support the project team to operationalise new and updated systems, processes and practices that lead to enhanced service delivery</li> <li>• Maintain team phone lists and organisation chart</li> <li>• Ensure team register of intended leave, is kept up to date and follow-up team members whose records need updating</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• Work flexibly to adapt and respond quickly when situations change</li> <li>• Be open to new ideas, seek feedback and respond constructively</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Resilience and able to work under pressure</li> </ul>
<b>Business excellence and innovation</b>	<ul style="list-style-type: none"> <li>• Plan and complete work to agreed timeframes and standards</li> <li>• Understand team and organisational objectives and align your activities accordingly</li> <li>• Identify ways to improve systems or processes to achieve better outcomes</li> </ul>
<b>Legislation, policies and procedures</b>	<ul style="list-style-type: none"> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Ensure the privacy of customer and organisational information is protected at all times</li> </ul>
<b>Compliance and reports</b>	<ul style="list-style-type: none"> <li>• Accurately collect and record data and other information relating to the project</li> <li>• Attend regular (at least weekly) team project meetings to monitor project performance and share information</li> <li>• Develop visual presentation and reports as required</li> </ul>
<b>Accountability and risk</b>	<ul style="list-style-type: none"> <li>• Identify and follow safe work practices; and be vigilant about their application by self and others</li> <li>• Attend workplace health and safety training</li> <li>• Attend project stand-up and PCG meetings as required</li> <li>• Be aware of risks that might impact on the completion of a project activity and escalate these when identified</li> </ul>



	<ul style="list-style-type: none"> <li>• Speak out against misconduct and inappropriate behaviour</li> </ul>
<b>Information technology</b>	<ul style="list-style-type: none"> <li>• Use core office software applications such as Outlook, Word, Excel, Visio, Project, MS Teams and other applications where required</li> <li>• Comply with SGCH policies on the acceptable use of technology</li> </ul>

Our expectations	Your values and behaviours
<b>Top accountabilities</b>	<ol style="list-style-type: none"> <li>1. Provide responsive and respectful customer centric services</li> <li>2. Actively manage safety and promote our safety culture</li> <li>3. Provide support to Senior Project Manager and Executive Project Director</li> <li>4. Own the project library and management of version control for all project documentation</li> <li>5. Accurately filing all project documentation into the project library, in a timely manner</li> <li>6. Provide secretariat duties for Steer Co, PCG and OWG including documenting minutes, actions, and distributing to working group members</li> <li>7. Audit project documentation to ensure appropriate reviews and approvals are documented</li> <li>8. Provide project documentation to SGCH Quality Assurance partner, as and when required</li> <li>9. Apply the Australian Privacy Principles to manage tenant information and data</li> </ol>
<b>ETHIC values and behaviours</b>	<ol style="list-style-type: none"> <li>1. Empowerment – we empower our people, partners and our customers</li> <li>2. Trust – we take ownership and accountability to build trust</li> <li>3. Honesty – we are responsible, ethical and professional</li> <li>4. Inclusion – we respect differences and treat people equally</li> <li>5. Creativity – we explore new and better ways of working</li> </ol>

