



Bookings and Administration Coordinator

Position Description

Reporting to	Assistant Manager	Work location	East Brunswick
Department	School of Nature and Climate	Budget holder	School Programs Manager
Team	School Programs	Direct reports	0
Classification	EM3 24.5 hours per week	Working conditions:	Works indoors & outdoors; ability to sit at a computer for long periods

Organisation Overview

About CERES

CERES is an environmental education centre, urban farm and social enterprise hub spread across four locations, linked by the Merri and Darebin Creeks on Wurundjeri Country, Melbourne. Our vision for change is a world where people have fallen in love with the earth again.

About CERES School of Nature and Climate

Our education offerings, including workshops, courses for adults and student & teacher programs, are designed to develop the skills, leadership and resilience needed in the coming decade. We strive to equip people to think differently, act for the planet and be resilient and responsive citizens. We do this through connecting to the learners' hearts, sharing knowledge to get them to use their heads, and providing applied skills they can implement with their hands.

Role Purpose:

The Bookings and Administration Coordinator is integral to the CERES School of Nature and Climate; working across Student and Teacher Programs teams, coordinating customer service and bookings, processing payments and providing timely and friendly information to visitors and customers.

This role requires attention to detail in streamlining systems, reporting school participation in our offerings, and developing efficient approaches to improving workflow. In addition, you will ensure the smooth running of learning program delivery by completing administration tasks, supporting educators with operational assistance and keeping records up-to-date.

Ultimately, we trust you will help us identify ongoing opportunities for growth and improvements and remain compliant and efficient during the course of business.



Key Areas of Accountability

Booking and customer service support

- Support Student and Teacher Programs teams with processing bookings, producing invoices and maintaining up-to-date records.
- Respond to general enquiries.
- Coordinate expression of interest campaigns and bookings for funded programs.
- Provide technical support in creating and collating feedback evaluations and follow-up documents for events and services.

Operational and marketing support

- Assist with daily planning, communicate changes to timetables or rosters, and provide important updates to customers and staff.
- Support the School Programs Team through monthly email campaigns, social media, and content updates for the website.
- Support casual educators' tracking and scheduling training by ensuring the online data management systems and applications are kept up to date.
- Assist with sourcing available grants, competitions, awards and professional development to be shared with schools via the website and social media.

Reporting

- Assist with maintaining school resource use data on ResourceSmart online for the Northern and Southern Public Partnerships (NSPP) project.
- Liaise with other stakeholders in the NSPP project to clarify school resource use data.
- Assist with proofreading and formatting quarterly reports and grant applications.

Health, Safety, Security and Risk Management:

- Be a role model for safety and security, including complying with all safety instructions and training at the workplace.
- Act safely at all times and participate in keeping all employees, contractors and volunteers safe whilst on and off the premises.
- Report all incidents, potential hazards and injuries promptly.
- Be aware of the risks associated with your team's everyday work and ensure appropriate mitigation measures are applied.

CERES

Person Specification

Essential:

1. High-level communication and interpersonal skills.
2. Strong administrative and computer skills (e.g. Google Suite, Excel, and cloud-based apps and general research and organisation applications.)
3. Demonstrated experience in and aptitude for exceptional customer service.
4. Prior experience in collecting and analysing data, good working knowledge of Excel and cloud-based apps.
5. Demonstrated high level of attention to detail in work, organisation and time management skills, with the ability to adapt and prioritise tasks

Desirable:

1. Experience in working in schools and non-school teaching environments (environmental education centres, local government, state government, etc.).