



# Operations & Bookings Coordinator

## Position Description

|                        |                          |
|------------------------|--------------------------|
| <b>Responsible to:</b> | Student Programs Manager |
| <b>Location:</b>       | CERES Main Site          |
| <b>Grade:</b>          | EM3                      |
| <b>Hourly rate:</b>    | \$32.13                  |
| <b>Status:</b>         | Permanent part time      |
| <b>Hours:</b>          | 35 hours per week        |

### **About CERES**

CERES Community Environment Park is an award-winning, not-for-profit, environment park and urban farm located by the Merri Creek in East Brunswick, Melbourne. Once a landfill site and wasteland, today CERES is a thriving, vibrant community. With over 450,000 visitors a year, CERES is the most visited environmental centre in Australia.

### **Our Vision**

*Our vision is for everyone to fall in love with the Earth again.*

CERES is a place for community-based learning and action. Through this, we create better ways of living together in five areas: environmental, social, economic, cultural and spiritual. You can read more about CERES, our educational programs and other social enterprises on our website: [www.ceres.org.au](http://www.ceres.org.au).

### **About CERES School of Nature and Climate**

The CERES School of Nature and Climate is a response to the climate and ecological crisis. Our education offerings, including workshops, courses for adults and student & teachers programs, are designed to develop skills, leadership and resilience that will be needed in the coming decade. Our youth are now leading on climate action and it is our role to help give them knowledge and skills to make changes to their lives, communities and the systems that govern us. 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.

School of Nature and Climate consists of three delivery areas: Student Programs, Teacher Programs and Adult Learning.

### **About CERES Student Programs**

CERES has been delivering environmental and cultural education programs to students for over 35 years. Each year we reach over 62,000 people who come to CERES for excursion programs and tours and our incursion staff visit over 13,000 students in schools. Through experiences in our park, activities in school and now online the Student Programs Team nurture practical skills and a love for nature in thousands of hearts, minds and hands.



Our wide range of student programs offer hands-on educational experiences suited for all ages and connect young people to the natural world with an emphasis on achievable actions to environmental problems. The knowledge gained through these programs can be applied in the classroom or at home, providing a link to the wider community. Our program learning areas as an Excursion and Incursion are:

1. Caring for Climate and Change
2. Farming for Our Future
3. Exploring Ecosystems
4. Towards Zero Waste
5. Water Cycles and Solutions
6. Indigenous Perspectives
7. Global Perspectives

Our learning areas for programs longer in duration than an Excursion and Incursion are:

1. Student Environmental Leadership
2. Nature Play
3. Schools for Wildlife

For more information, visit our [website](#).

### **Position Purpose**

The primary purpose is to improve operational and booking processes and data management systems and respond to staff and school enquiries. You'll be finding ways to increase the quality of customer service and implement best practices across all Student Program Offerings.

You will coordinate school bookings, provide operational support to CERES staff and ensure that visiting schools are made to feel welcomed. Ultimately, we trust you will help us identify ongoing opportunities for growth and improvements, and remain compliant and efficient during the course of business.

You will work towards your key programs and project goals and also support the goals of the whole area and have flexibility within your role to work on priority work areas where needed.

### **Key Responsibilities**

#### **1. Coordinate bookings**

This role requires attention to detail in processing bookings, responding to enquiries, and reporting of casual staff and school participation in our offerings. This includes tasks such as:

- Processing school bookings, including invoicing and coordinating expression of interest campaigns for funded programs.
- Maintaining an excellent standard of customer service and consistent communication with CERES staff, councils, partners and schools.
- Maintaining up to date record-keeping via our online management systems and liaising with internal staff to ensure that information and requests can be easily retrieved; including use of teaching spaces and any booking or roster changes.



## **2. Coordinate operations**

You will be responsible for the development, implementation and monitoring of operational policies, including staff induction procedures. A key part of this role is to:

- Maintain and develop innovative approaches to coordinating operations, rostering staff and improving workflow.
- Work closely with management and finance to produce invoices & track payments, including reconcile monthly operating budgets and shared updated financial reports.
- Provide support to educators in the delivery of student programs to achieve operational excellence. This includes assisting with the daily planning and operations of the team and communicating any changes and important updates as and when required.

## **3. Coordinate staffing on boarding, training and rostering**

You will play an integral role in the recruitment, training and induction procedures for staff and ensure any casual educators are made to feel welcomed. This includes tasks such as:

- Work with the People & Culture Team to recruit and on-board casual educators
- Support in the induction and training of new casual educators by ensuring that the online platform, 'Thinkific' is kept up-to-date.
- Produce and update as changes occur in the roster and ensure clear communication is maintained with all educators.
- Monitor and report on induction and training processes, as required for educators.

## **4. Support CERES Student Programs Team**

In addition to working independently, this role involves participating in education-related events, meetings and collaborating with colleagues. This includes:

- Working closely with the Student Program Manager to plan short and long-term goals, update team work plans and identify and address problems and opportunities for the area.
- Maintaining open communication and good relations with all CERES staff.
- Contribute to CERES staff meetings and CERES review/strategic planning process as required.

## **Workplace Health, Safety & Wellbeing**

CERES is committed to providing a safe working environment, and enhancing the well-being of the CERES community. Staff and volunteers are responsible for each other's safety and wellbeing, including their own. They actively participate in WHS&W consultation processes, comply with safe work instructions or procedures, and identify and report hazards, incidents and 'near misses'.

## **Key Performance Indicators**

Performance will be measured by the delivery of key responsibilities, reporting requirements and teacher and staff feedback.



## **Key Selection Criteria**

### **Essential**

1. High-level communication and interpersonal skills.
2. Strong administrative and computer skills (e.g. Zoom, 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. Impeccable time management skills, with the ability to adapt and prioritise tasks.
6. Ability to show initiative in the delivery and coordination of day-to-day operations and to work both independently and collaboratively within the team and more broadly in the organisation.
7. Demonstrated high level of attention to detail in work and organisation skills.

### **Desirable**

1. Experience in working in schools and non-school teaching environments (environmental education centres, local government, state government, etc).
2. Knowledge and commitment to environmental, cultural and community issues.