

Bookings & Communications Coordinator

Reporting to:	Kat Young (Manager)	Work location:	CERES Brunswick
Department:	School of Nature and Climate	Budget holder:	No
Team:	Student Programs	Direct reports:	None
Status:	Permanent ongoing	Hourly rate:	EMP3 \$35.17
Classification:	0.8 FTE 30 hours per week over 4 days Onsite at CERES East Brunswick	Working conditions:	
		Working primarily indoors with some outdoor tasks. Working in close proximity to others. Limited working from home opportunities outside of peak times with Managers approval.	

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 is for people to fall in love with the Earth again and to that end, our work spans environmental, social, economic, spiritual and cultural dimensions.

CERES is a social impact powerhouse, turning over \$17M annually, employing over 150 staff and operating 16 distinct yet integrated social enterprises. CERES is a dynamic, innovative and resilient organisation which has tripled in size over the past 10 years and is predominantly self-funded through trade.

About the School of Nature and Climate

The CERES School of Nature and Climate is a response to the climate and ecological crisis. Our education offerings for all ages and abilities are designed to develop the skills, leadership and resilience that will be needed in the coming decades, with a particular focus on building the confidence to lead change.

We strive to equip people to think differently, act for the planet, and step forward as resilient, responsive leaders in their communities. We do this by fostering emotional connection and courage, building critical thinking and the capacity for informed decision-making, and developing practical knowledge and skills through hands-on learning that prepares people of all ages to take meaningful action for the planet.

The CERES School of Nature and Climate delivers this through two areas: School Programs comprising Student Programs and Teacher Programs, and Adult Learning comprising Courses and Workshops.

The Role

This role provides booking coordination, administrative and communications support to CERES's school education programs. As the key point of contact for schools and clients, the position manages enquiries, records and invoicing with accuracy and care, while also contributing to EDMs, website content and basic reporting to keep CERES's programs visible and accessible. We are looking for someone who shares CERES's commitment to sustainability education, community and positive change.

Areas of accountability

Administer booking and operational support

- Manage bookings from initial enquiry through to confirmation, liaising with schools, parents and educators throughout the process.
- Produce invoices and track payments to ensure accurate and timely financial administration.
- Maintain up-to-date records across all bookings and client interactions using Monday.com.
- Extract and compile data from internal systems to support program evaluation and reporting.
- Provide daily operational support to the team as required.

Communications

- Prepare, schedule and monitor education EDMs using established templates and processes.
- Maintain and update education content across the CERES website for accuracy and ease of navigation.
- Support promotion of education programs through digital channels, identifying opportunities to improve communications and increase enquiries.
- Assist with collecting and interpreting basic digital metrics to inform program planning and communications.
- Collaborate with Marketing to ensure education communications align with CERES brand standards and organisational campaigns.

Key Performance Expectations

- Demonstrated experience in customer-facing administration, including managing bookings accurately from enquiry to conversion.
- Clear and professional communication with schools, educators and internal stakeholders.
- Competent use of Google Suite, Excel and cloud-based platforms; experience with Monday.com and Mailchimp desirable.
- Reliable attention to detail across booking records, invoicing and client correspondence.

- Strong organisational and time management, with the ability to reprioritise across competing tasks.
- A proactive approach to identifying improvements in communications and processes that enhance the customer experience.

Qualifications

- A relevant qualification and / or experience

Other

- Working with Children's Check
- National Criminal Record Check

Health, safety, security and risk management

- Be a role model for safety and security including complying with all safety instructions and training given at the workplace.
- Act in a safe manner at all times and participate with keeping all employees, contractors and volunteers safe whilst on and off the premises.
- Report all incidents, potential hazards and injuries in a timely manner.
- Be aware of the risks associated with your team's every day work and ensure appropriate mitigation measures are applied.
- In line with the Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015, CERES is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.
- CERES upholds itself as an organisation committed to the right to survival, protection, development, participation, and empowerment of all children and young people.
- CERES is committed to the cultural safety of Aboriginal children, young people and children and young people from culturally and/or linguistically diverse (CALD) backgrounds, and to providing a safe environment for children and young people with a disability.

Other Important Information

- Employees are responsible for familiarising themselves with, understanding, and adhering to CERES' policies and procedures, as updated from time to time.