Role: Bookings and Administration Officer
Employment Type: Part time, 12-month contract, 25 hours per week
Reports to: Manager Education Nature Play SA
Salary: $33 - $37 per hour

Position summary

The Bookings Officer is an important administrative and coordination role within the Nature Play SA team, supporting the delivery of education programs, professional development and bespoke events across schools, early learning settings and the wider community.

The role is responsible for coordinating the end-to-end booking process, from responding to initial enquiries and understanding client requirements through to scheduling programs, allocating staff, coordinating logistics and managing post-program communication and feedback.

As a key point of contact for schools, educational sites, stakeholders and program staff, the Bookings Officer plays an important role in ensuring clients receive a professional, responsive and high-quality service. This includes understanding the needs of individual sites and working with them to ensure program arrangements are appropriate to their context and requirements.

The position requires an exceptionally organised, efficient and solutions-focused person who can manage multiple priorities, work independently and take ownership of administrative processes. Strong computer literacy, particularly in Microsoft Office applications and booking systems, is essential.

The role is primarily office-based, with occasional support required at events and program activities. Some flexibility in working hours is required to accommodate operational needs and scheduled activities.

The Bookings Officer works closely with the Manager Education and Manager Community Engagement to coordinate bookings, staff arrangements and operational requirements, contributing to the effective delivery and continuous improvement of Nature Play SA's programs and services.

Roles and responsibilities

1. **Bookings and administration:** Manage the end-to-end booking and administration process for education programs, OSHC programs, professional development sessions and bespoke events, including enquiries, confirmations, scheduling, pre-program communication and post-program follow-up.
2. **Client communication and service:** Act as a primary point of contact for schools, early learning services, educational sites and other stakeholders. Provide timely, professional and responsive communication, ensuring individual client needs and requirements are understood and appropriately accommodated.
3. **Staff coordination and scheduling**: Liaise with program staff to coordinate availability, allocate appropriate personnel and manage scheduling arrangements in line with operational requirements.
4. **Program and event logistics**: Coordinate the administrative and logistical requirements of programs and events, including gathering relevant site information, communicating requirements to staff and ensuring appropriate documentation is completed.
5. **Problem solving and operational support:** Proactively identify and resolve booking, scheduling and logistical issues, exercising sound judgement and escalating matters when required to ensure the smooth operation of programs and events.

6. **Data management and reporting:** Maintain accurate booking records, databases and program information. Monitor program participation, collect site feedback and support reporting requirements associated with funding agreements and program evaluation.
7. **Program capacity and resource coordination:** Monitor program capacity, scheduling and resource allocation to support efficient use of organisational resources and sustainable workloads for program staff.
8. **Team contribution:** Contribute positively to team culture, participate in professional development and performance review processes, and provide occasional administrative and operational support across the organisation.
9. **Reconciliation Action Plan:** Contribute to the development and implementation of Nature Play SA's Reconciliation Action Plan.

Qualifications / Desirable Requirements

- Certificate or qualification in Business Administration, Office Administration, Project Coordination or a related field (desirable).
- Current First Aid qualification
- Current Working with Children Check and RRHAN-EC training, or willingness to obtain/complete these where required.
- Current and valid South Australian Class C driver's licence (essential)

Experience and capabilities

Essential

- Demonstrated experience in an administrative, bookings, customer service or coordination role.
- High level of computer literacy, including strong proficiency in Microsoft Word, Excel and Outlook.
- Experience using booking systems, databases, CRM platforms or other digital administration systems, with the ability to quickly learn and adapt to new software.
- Highly developed organisational and time management skills, with the ability to manage competing priorities, multiple bookings and deadlines.
- Excellent written and verbal communication skills, with confidence communicating professionally with a diverse range of clients, stakeholders and colleagues.
- Strong customer service skills and the ability to understand individual client requirements and provide a responsive, solutions-focused service.
- Demonstrated problem-solving skills, initiative and the ability to resolve operational and administrative issues independently.
- High attention to detail and accuracy, particularly when managing schedules, records, data and correspondence.
- Ability to work autonomously, exercise sound judgement and take responsibility for tasks from commencement through to completion.
- Flexibility and adaptability in responding to changing priorities and operational requirements.

Desirable

- Experience working within education, community services, events or the not-for-profit sector.
- Familiarity with school environments, early learning settings or outdoor learning programs.
- Experience coordinating staff schedules, program delivery or event logistics.
- Knowledge of project coordination, monitoring and evaluation, and reporting processes.