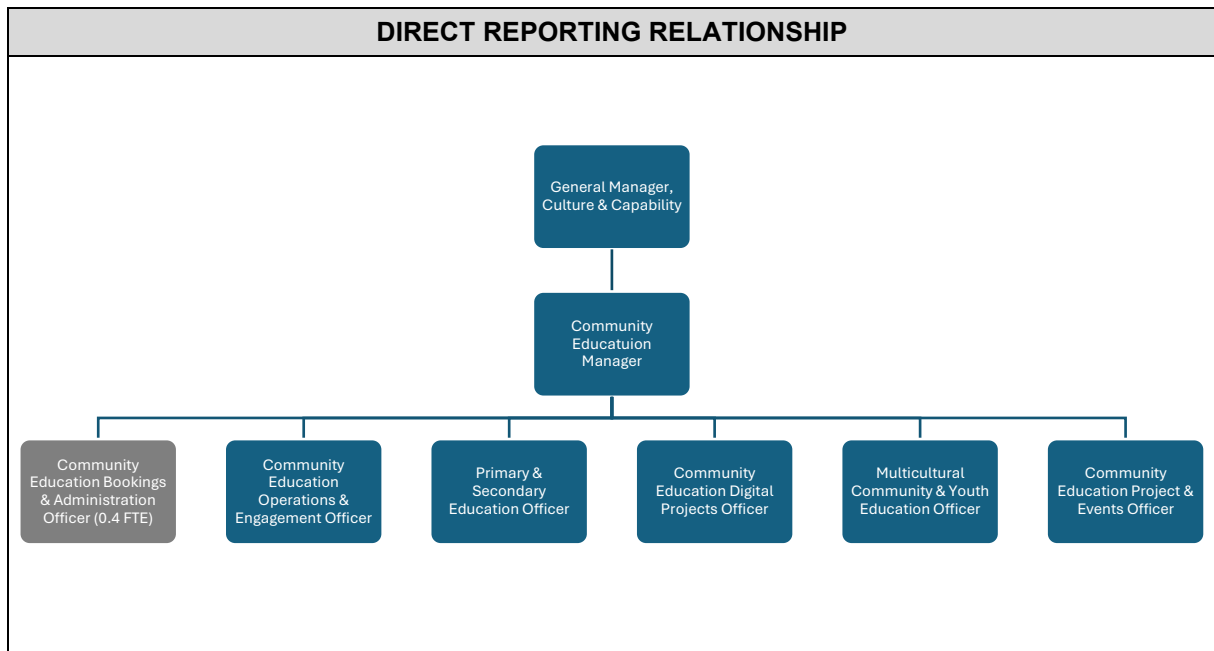


POSITION DESCRIPTION

POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Community Education Bookings & Administration Officer	Belrose (SLSNSW Headquarters)	Sep 2026
REPORTS TO:	DIRECT REPORTS:	DEPARTMENT
Community Education Manager	NIL	Culture & Capability

PURPOSE STATEMENT
This role serves as the primary point of contact for clients engaging with the Community Education Team, ensuring enquiries, bookings and resource requests are managed efficiently and professionally. It also provides essential administrative coordination across the team, including scheduling casual educators, arranging program resources and equipment, maintaining accurate records, collecting delivery data, and managing quotations and invoicing.

SELECTION CRITERIA	
Essential	Desirable
- Strong administrative skills and experience; - Excellent interpersonal and written and verbal communication skills; - Experience with dealing with client correspondence and first line enquiries; - Demonstrated accuracy and high attention to detail; - Enthusiastic, positive, and customer orientated approach; - Sound computer skills particularly Microsoft Word, Excel, and Outlook; - Ability to multitask, be self-motivated, and complete allocated tasks within set time frames; - Proven ability to work autonomously yet successfully contribute to a cohesive team environment.	Experience with FoundU or other casual staff rostering software.



KEY ROLE RESPONSIBILITIES	
Responsibility	Description of Responsibilities
Customer Service	- Manage the Community Education Email Inbox, ensuring that all enquiries are dealt with. - Manage all business-as-usual enquiries from stakeholders, schools, councils, community groups and casual staff members ensuring they receive a response within a suitable timeframe. - Escalate queries to relevant staff members as necessary. - Work cooperatively within the entire Community Education Team to achieve goals and objectives in a timely manner.
Administration Support	- Coordinate bookings, allocating casual staff, resources and equipment as required. - Ensure accurate data entry and data maintenance relating to bookings and evaluations. - Coordinate paperwork, resource and equipment distribution for bookings and events as required. - Correspond with external stakeholders, clients and casual staff as required to ensure the smooth running of programs and events. - Ensure casual staff timesheets are accurately completed in Deputy. - Conduct regular stocktakes of resources and equipment - Organise and maintain administration processes, filing systems, other records, and all correspondence - Process, generate and distribute invoices - Provide administrative, clerical and project support as required.

	Assist team with quoting requirements and equipment ordering in a timely manner.
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CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	- Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace - Demonstrates duty of care, considers own safety and the safety of others while at work - Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times - Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes - Participates in the ongoing improvement of the SLSNSW WHS Policy and visibly and constantly supports its implementation - Practice and promote the SLSNSW Equal Employment Opportunity (EEO), Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow employees and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	- Promotes and encourages personal growth and effective communication - Understands and supports the Code of Conduct, policies and procedures of the organisation - Continually contributes to and supports volunteers & employees, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	- Supports the decisions of SLSNSW Board of Directors and SLSNSW Management - Displays willingness to assist others, shares knowledge openly, cooperates and supports the department - Receptive and open to feedback - Maintains a positive and constructive attitude that promotes confidence in those around them - Contributes to team meetings and promotes the exchange of information throughout the organisation - Regularly meets with Manager/ team to discuss performance, plans and current issues.
Continuous Improvement	- Exercises initiative in making improvements to work processes and outcomes - Always searches for better ways and strives for best practice - Embraces and adapts to change.

WORKING RELATIONSHIPS
Internal - The Community Education Bookings & Administration Officer interacts closely with Community Education Team

External – Providing high-quality customer service care for all stakeholders including schools, multicultural communities, councils, SLSNSW Clubs and Branches, Early Childcare centres and various community groups.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

Chief Operating Officer
SLSNSW

Date

Chief Executive Officer

Date

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Employee Name

Employee Signature

Date