

Position Details

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| Position Title | Coordinator (Reservations and Administration) |
| Organisational Area | Operations |
| Reports to | AVP (Rooms Division) |
| Responsible for | Support the Management of Reservations and Administration projects |
| Location (s) | Primary:- Manly Campus – 151 Darley Road Secondary:- ICMS campus and accommodation sites |

Overall Purpose

The Coordinator (Reservations and Administration) is responsible for coordinating reservations processes and supporting administrative operations that enable efficient business performance. The role ensures that booking, scheduling, and customer/student enquiry processes operate accurately, efficiently, and in alignment with organisational requirements.

The position combines operational and administrative responsibilities, supporting the effective handling of reservations, maintaining systems and data accuracy, and contributing to a high standard of customer service. The Coordinator works collaboratively across departments, manages day-to-day booking activities, and supports reporting and administrative processes to contribute to accommodation occupancy, service delivery, and operational efficiency.

The role is responsible for coordinating the day-to-day reservations activities across ICMS-managed accommodation, including the ICMS campus, Claremont Beach House, Wanganella House, and any future accommodation sites within the portfolio.

Accountabilities

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| 1. | <p>Reservations Management</p> <ul style="list-style-type: none"> • Coordinate day-to-day reservations and booking activities, ensuring efficient, accurate, and timely processing of enquiries and confirmed bookings • Support the development, maintenance, and review of reservation policies, procedures, and service standards • Maintain the institution's Property Management System (PMS), ensuring availability and booking information is accurate and up to date • Monitor reservation trends, occupancy levels, and booking patterns to support utilisation and revenue outcomes and contribute to forecasting • Ensure prompt and professional responses to customer enquiries via phone, email, and online booking platforms (maximum 2 business day turnaround) • Coordinate with operational teams to ensure accurate scheduling and delivery of booked services or facilities • Coordinate group bookings, staff and client reservations, and special requests, including VIP bookings • Ensure all reservations are recorded accurately and comply with organisational policies and regulatory requirements |
| 2. | <p>Operational Compliance and Standards</p> <ul style="list-style-type: none"> • Coordinate reservations and administration activities to support effective service delivery • Provide guidance and support to team members to maintain high service standards and operational knowledge • Contribute to a collaborative and customer-focused team environment • Identify opportunities to improve processes and contribute to team capability • Demonstrate and adhere to policies and procedures as detailed in the Employee Handbook and Policy Register • Maintain a working knowledge of relevant policies and procedures, including (but not limited to) Accommodation Rules |

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| 3. | <p>Administrative Management</p> <ul style="list-style-type: none"> • Assist with daily administrative functions supporting reservations, broader operational teams, and the Chief Operations Officer’s reporting requirements • Ensure accurate record keeping, documentation, and filing systems are maintained • Coordinate administrative processes relating to accommodation leases, supplier and group contracts, confirmations, invoices, and internal documentation • Prepare regular reports relating to reservations, occupancy, and operational performance, including revenue data where required • Support financial administration including deposit and payment tracking, invoicing coordination, and reconciliation processes • Ensure compliance with organisational policies, procedures, and relevant regulatory requirements • Prepare resident student communications, including notice letters and arrival information, and assist with distribution as required • Prepare arrival packs and coordinate the ordering of welcome materials in advance |
| 5. | <p>Systems and Process Management</p> <ul style="list-style-type: none"> • Assist with daily administrative functions supporting reservations, broader operational teams, and the Chief Operations Officer’s reporting requirements • Ensure accurate record keeping, documentation, and filing systems are maintained • Coordinate administrative processes relating to accommodation leases, supplier and group contracts, confirmations, invoices, and internal documentation • Prepare regular reports relating to reservations, occupancy, and operational performance, including revenue data where required • Support financial administration including deposit and payment tracking, invoicing coordination, and reconciliation processes • Ensure compliance with organisational policies, procedures, and relevant regulatory requirements • Prepare resident student communications, including notice letters and arrival information, and assist with distribution as required • Prepare arrival packs and coordinate the ordering of welcome materials in advance |
| 6. | <p>Customer Experience</p> <ul style="list-style-type: none"> • Support a high standard of customer interactions, ensuring professionalism and service excellence • Respond to escalated enquiries, complaints, complex booking requests, and payment queries • Develop and maintain effective working relationships with clients, partners, and stakeholders where relevant • Be present on-site during key check-in periods, including weekends and evenings • Support orientation week activities as required |
| 7. | <p>Cross-Department Coordination</p> <ul style="list-style-type: none"> • Work closely with operations, housekeeping, maintenance, events, finance, and Marketing and Recruitment teams to support coordinated booking and service delivery • Support business initiatives that require reservations coordination or administrative support |
| 8. | <p>Accommodation conditions</p> <ul style="list-style-type: none"> • Conduct room inspections as required, with a focus on the arrival experience • Complete and maintain reports in collaboration with operational teams on room conditions, including outstanding maintenance or cleaning items |
| 9. | <p>Key Performance Indicators</p> |

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| | <ul style="list-style-type: none"> • Maintain accurate and up-to-date data within the institution’s PMS (including profiles, pricing, payments, and notes) • Maintain timely updates of room and/or bed movements, including arrival and departure information, within 24 hours • Support occupancy outcomes across institutional accommodation inventory • Support customer satisfaction and service standards relating to booking processes, measured via Student Experience Survey responses • Provide weekly accommodation updates to stakeholders, including highlighting U18 arrivals, from approximately 10 weeks prior to the commencement of each study period • Provide monthly contributions to departmental reporting, including financial updates, process improvements, and forecast information • Contribute to the continuous improvement of systems and processes (including integration with other institutional systems) |
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Institutional Responsibilities

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| 1. | Co-operate with management in the fulfilment of its legislative obligations |
| 2. | Demonstrate a proactive approach to health and safety by reporting unsafe behavior /practices |
| 3. | Avoid placing others at risk by any act or omission |
| 4. | Familiarise yourself with relevant policy and procedures held in the Institutional Policy Register and adhere to all guidelines within that are relevant to your area |
| 5. | Understand and comply with relevant legislation such as the HESF 2015, ESOS Act 2000, National Code 2018 and HES Act 2003. |

Key Internal Relationships

| Main Contact | Frequency | Purpose |
|------------------------------|-------------|--|
| AVP (Rooms Division) | Daily | Direct reporting responsibility |
| Chief Operations Officer | Daily | Report and perform projects as assigned, including administrative tasks |
| Manager on Duty | Weekly | Ensure information, communication and processes are effective between accommodation and reception |
| Maintenance Manager | Weekly | Communication and coordination around maintenance projects related to accommodation and residents. |
| Concierge | Daily | Working together to support smooth operation |
| Marketing and Recruitment | Regular | Regular communication on student accommodation booking status |
| AVP (Campus and Operations) | As required | Campus activity and support |
| Executive Chef | As required | Campus activity and support |
| Senior Manager (Events) | As required | Campus activity and support |
| Senior Manager (Hospitality) | As required | Campus activity and support |

Key External Relationships

| Main Contact | Frequency | Purpose |
|-------------------|-----------|--|
| Students/ parents | Daily | Student support in accommodation booking and queries |

Knowledge, Skills, Experience and Qualifications

| | Essential | Desirable |
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| Two years of relevant work experience. Demonstrated experience in reservations management, administration, or operational coordination. | X | |
| Commercially minded and business acumen to drive revenue | X | |
| Ability to work flexible hours as required as evening and weekend activities/events | X | |
| Outstanding interpersonal skills and excellent customer service skills (both internal and external), be willing to work hand-on | X | |
| Excellent written and oral communication skills | X | |
| Self-motivated, can work with minimal supervision and maintain performance under pressure, strong problem-solving skills | X | |
| Proactive and positive focus with a passion for the industry | X | |
| Computer literate: Proficient using the latest versions of Microsoft Word, Excel, PowerPoint, Office 365. Ability to learn Property Management System and open to learn new systems | X | |
| Ability to manage multiple projects and work assignments from a variety of areas | X | |
| Strong accuracy and attention to detail | X | |
| Working with Children Check | X | |
| Academically qualified (preferably in a Business/Hospitality-related field, or equivalent in education/training). | | X |
| Understanding the unique dynamics of the private Higher Education industry. | | X |
| Other software systems: RMS (Property Management System), Salesforce (CMS), ELMO (HR Software), | | X |
| First Aid Certification | | X |
| Fire Warden training | | X |

It is not the intent of this job description to limit the scope of this position in any way but to give an overview of this role at ICMS. You may at times be required to work on other special projects and or tasks as directed by your manager.