



POSITION	Booking Program Coordinator NSW
SALARY	\$64,677.50 inc. superannuation (\$59,066.21 base rate pa)
EMPLOYMENT TYPE	Permanent Full-Time
LOCATION	Sydney
START	Jan/Feb 2021

batyr is a 'for purpose' preventative mental health organisation, created and driven by young people, for young people. We run programs that help smash the stigma surrounding mental health and empower young people to reach out for support. We help create supportive communities.

We are an energetic, fun and dynamic team who are passionate about changing the way we speak about mental health. Excitingly, we are on the hunt to build our team with even more passionate, skilled and driven people to continue to develop our high-performance culture and expand the reach and impact of batyr. If you want a workplace where you can bring all of your full, weird and wonderful self to the office each day, this is the place.

working with us

At batyr, we care deeply about those we welcome into our work-family and do our best to support our team. We do this by:

- providing all permanent staff with a wellbeing budget that you can use on a gym membership, a new surfboard, pottery classes, music lessons, a spa treatment, a new book... almost whatever you need to help keep you feeling good
- providing wellbeing sessions and ongoing professional development, including Mental Health First Aid accreditation
- wellbeing leave - your personal leave doesn't just have to be for sick days, at batyr you can also use this leave to support your mental health and wellbeing
- mid-year and start-of-year retreats
- flexible working arrangements
- salary packaging up to \$15,900 pa - because we're a not for profit, you can choose to receive a proportion of your wage as a reimbursement of personal expenses, with no income tax payable on this money
- a bring your own device policy, with reimbursements for using your own phone and computer

batyr is committed to providing a safe, culturally appropriate, inclusive environment for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity. We believe that everyone's voice is valid and worthy of being heard and because of this we strongly encourage people from all backgrounds to apply, especially those from minority or marginalised communities.

about you

You could make conversation with anyone, anywhere, anytime, on the phone, via email, via morse code. You talk passionately about the things that are important to you and can convince people of anything when it's important. You're driven by a passion for making a difference but understand that to do that you have to put your head down and just get to work. At work you love the challenge of hitting targets and KPIs and aren't afraid to be creative to get there. Together, your people-skills, creativity, drive and organisational skills combine in an Avengers-style team up to deliver amazing results (including taking down Thanos).

Whilst phone sales is clearly your jam, you aren't afraid to pave your own path, try something and know when to pull the pin if it's not paying dividends. You're able to manage priorities in a blink of an eye, and love using systems to work as efficiently as possible, which ultimately allows more time to network! Badda Bing, Badda Boom. You are the go to person if anyone needs a problem solved. You love being flexible and helping people to reach their full potential.

position summary

The Program Bookings Coordinator will be responsible for booking batyr programs across NSW. This will include booking primarily batyr@school programs, but extends to the entire suite of batyr programs, ensuring that we are reaching as many young people as possible with our positive message.

The Program Bookings Coordinator's role is critical. Program bookings are central to extending the reach and impact of batyr and require the development of relationships with schools and other external stakeholders, managing existing relationships and chasing down fresh leads. The Program Bookings Coordinator will do this via time-tested methods such as sales and cold-calling, as well as having the freedom to look creatively at other ways of developing and solidifying relationships, for example tapping into networks of educators, using social media, and going to conferences. Always with the ultimate goal of locking in batyr programs.

This role will work closely with the NSW State Manager to ensure targets for program bookings are reached. All contact and bookings will need to be recorded in batyr's CRM system (Salesforce) accurately and efficiently to ensure quality relationship management and smooth sailing for program delivery. The role will ensure the efficient and effective implementation of processes for the handover of bookings to the delivery team. This role will be working closely with a dynamic team to ensure batyr's programs continue to meet the needs of the communities we work with. The Program Bookings Coordinator will report to the NSW State Manager in Sydney.

All candidates will need to hold a current Working with Children Check and Police Check, or be willing to obtain these within one (1) month of starting the role.

key responsibilities

- Generate program bookings from warm or cold leads; utilising methods such as sales processes, cold-calling, meetings, and networking, as well as new and creative methods
- Reach targets for program bookings to help grow the batyr program in the region
- Develop and maintain an in-depth knowledge of batyr's program offerings and their impact
- Develop and maintain strong mutually beneficial relationships with schools, as well as corporate and community stakeholders
- Develop and maintain a strong knowledge of the education sector, the needs of schools around mental health and wellbeing, and the barriers to schools booking batyr programs
- Further develop existing relationships to increase program booking numbers per contact and broaden batyr's impact within a specific school community
- Ensure holistic consultation with stakeholders to ensure we understand their needs to have the greatest impact through our programs
- Effectively use our CRM system (Salesforce) in order to optimise relationships and increase outputs
- Enter and handover bookings to delivery staff in an accurate manner

essential selection criteria

- Active interest in tackling the stigma around mental health
- Proven sales experience including cold calling
- Track record of achieving set targets and KPI's
- Experience managing a variety of stakeholders
- Proven ability to build strong and trusted relationships with stakeholders
- Great attention to detail and organisational skills
- Ability to manage competing priorities
- Proven experience in following systems and process
- Ability to adjust and problem solve efficiently
- Experience using CRM tools such as Salesforce

desirable selection criteria

- Full driver's license

how to apply

Please email your cover letter and CV to careers@batyr.com.au by 9am Monday 11 January 2021. If you have a notice period you'd need to work in your current role, it would be great if you could please include the duration of this in your cover letter. And please pop the job title and where you saw this ad in the subject line of your email.

batyr is a safe and inclusive workplace. Those from minority or marginalised communities are encouraged to apply. This includes, but is definitely not limited to, people with a lived-experience of mental ill health, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, LGBTQIA+ people, and people with disabilities.