

POSITION TITLE: Travel and Administration Coordinator

DEPARTMENT: Business Operations

DATE: April 2019

REPORTS TO: Director – People and Culture

Organisational Vision:

An inclusive world in which all persons with disabilities enjoy their human rights and achieve their full potential.

Organisational Mission:

CBM is an international Christian development organisation, committed to improving the quality of life of persons with disabilities in the poorest countries of the world.

Purpose of Role:

Provide high quality, efficient organisational travel coordination for the organisation and administration to the People & Culture team including processing payroll.

Level of Direction or Supervision:

Reporting to the Director People & Culture, this role works with minimal supervision and direction and collaborates with team members where required. Regular liaison and communication with employees across the organisation is also expected. The role has no direct reports.

Key Tasks and Priorities:

Key Areas of Responsibility	Key Tasks	Performance Indicators	Weighting Total= 100
Manage Domestic and International Travel, Planning and Administration	<ul style="list-style-type: none"> • Ensure CBM Australia’s Travel Management system and framework is coherent, consistent and efficient; • Identify, facilitate and manage visa requirements • Finalise and obtain visas on behalf of travellers • Book flight, accommodation and transportation that best suits the work/employee need and designated budget 	<ul style="list-style-type: none"> • Integrated framework is working effectively • Travel co-ordination and booking is managed, streamlined, time and cost effective, with positive report across the organisation • Sharing of information results in confident and safe travel • Visa requirements are established and applications completed 	45%

	<ul style="list-style-type: none"> • Alter travel plans and packages, as needed • Ensure that all travellers have required documentation completed and necessary equipment and tools for travel • Coding of travel expenses monitored as required • Facilitate traveller advances and acquittals as required • Provide currency travel guidance 	<ul style="list-style-type: none"> • Timely follow up and confirmation of visa requirements occurs • Specific department/ traveller needs are quickly identified and travel planning and administration is detailed to this need • Travel expenses correctly allocated • Correct finance processes are followed • Travellers aware of currency needed 	
Facilitate Safety and Security	<ul style="list-style-type: none"> • Coordinate with travellers to provide the right travel and safety and security related information • Track domestic and international travel through travel tracker and travellers email and phone • Liaise with TMC (FBI) and International SOS or relevant contract lead to identify safe, accessible and cost effective accommodation and transport options • Advise employees on all options and associated travel risk • Arrange International SOS membership requirements • Identify and arrange safety and security briefings and training • Liaise between FBI and International SOS to link systems • Liaise and coordinate itinerary and safety 	<ul style="list-style-type: none"> • Domestic and international travel is tracked, with appropriate safety requirements met, and appropriate escalation of issues • DFAT security restrictions are registered and communicated prior to booking travel and appropriate insurances identified • Travellers are confident in itinerary and aware of all medical and travel risks • Travellers are registered with International SOS and briefed on usage of travel tracker and receiving all relevant alerts • Travellers are well briefed on personal responsibilities as part of briefings and training • System errors are identified and resolved • All relevant stakeholders are briefed on rights and responsibilities 	20%

	<ul style="list-style-type: none"> requirements with external partners • Register travel on CBM travel register • Oversight of first aid kits and other travellers aids 	<ul style="list-style-type: none"> • Proof of life data accurate, maintained and secure • 	
Payroll	<ul style="list-style-type: none"> • Process monthly payroll • Payroll and leave liability reconciliations • Process salary packaging and liaise with salary packaging provider • Process superannuation and liaise with superannuation clearing house and default fund 	<ul style="list-style-type: none"> • Payroll processed accurately and ready for authorisation two business days prior to payroll processing • Legislative requirements complied with • Superannuation processed and paid within required timeframe 	15%
P&C Administration	<ul style="list-style-type: none"> • Organise letters for status changes, annual salary reviews and termination letters • Ensuring ongoing compliance of employees with items such as police checks, policies, 100 point identification • Monitor probation period, track completed reviews, coordinate entry and exit surveys and exit interviews. • Administration of learning events including: invitations for staff, room bookings and catering, collating workshop materials • Maintain memberships and subscriptions, • Coordinating monthly employee forums and devotions 	<ul style="list-style-type: none"> • Tasks are completed efficiently and in a timely manner • Employees are compliant • Training courses (internal and external) are run smoothly • Enquiries are handled promptly • All Rosters, memberships, subscriptions and lists are maintained accurately 	10%
Systems Maintenance	<ul style="list-style-type: none"> • Update and maintain Payroll and HRIS Employee information 	<ul style="list-style-type: none"> • Records and files are current 	10%

	<p>and other systems as required</p> <ul style="list-style-type: none"> • Records Management (new files, filing, archiving, etc), • End of month reporting • Maintain Intranet and updates on MEERKAT for People and Culture 	<ul style="list-style-type: none"> • Information on Intranet is current and easy to access • Reporting is completed on time • Systems are maintained and accurate 	
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SPECIFIC OUTCOMES REQUIRED

Knowledge is maintained of current issues and activities of the People & Culture Department
Highly functional arrangements for travel management, safety and security practices, and related requirements
Confident and timely management of visa and travel bookings appropriately costed.
Costs are within contractual requirements and managed within CBM Australia processes.
Managers and staff are given timely and appropriate advice
Payments to employees and for employees are accurate and on time
The People & Culture Team are effectively supported
Ensure appropriate risk issues for your areas of responsibility are identified, kept updated and appropriate mitigation strategies are developed, implemented and maintained.

KEY COMPETENCIES OF ROLE

Experience in domestic and international travel coordination
Minimum 5 years' experience in a similar or related role
Expansive travel knowledge, inclusive of geographical knowledge
Experience in planning trips to high risk destinations and travel safety and security knowledge
Previous payroll and salary packaging within a not for profit organisation desirable
Encourages collaboration and can easily gain trust and build rapport
Proven organisational skills and the ability to manage time effectively and meet required deadlines
Acts with authenticity and ensures high levels of confidentiality and discretion in all dealings
Embraces and supports organisational change and can encourage adoption
Works well under pressure; enjoys a challenge and its associated learning
Proficiency in Word applications and uses, and searches on internet.
Can clearly convey both written and verbal information and displays a strong service orientation
Committed to quality and continuous improvement in both work efforts and activities

Commitment to CBM's mission and values.
A willingness to contribute to the growth and development of CBM and its work.

JOB EVALUATION		
Factor	Level	Score
Responsibility and Accountability		
Judgement and Decision Making		
Interaction and Influence		
Knowledge and Application of Creative and Technical Skill		
TOTAL		
Salary Grading		

Signed

Signed

 Manager Name and Surname
 Director – People and Culture

 Incumbent Name and Surname
 Administration and Travel Coordinator

Date
 ____ / ____ / ____

Date
 ____ / ____ / ____