JOB AND TASK DESCRIPTION

Job Title:	Travel Manager
Division:	Corporate Business, Finance
Grade:	G
Reports To:	Head of Finance

General information

The Commonwealth Secretariat is a voluntary association of 56 independent and equal countries. Spanning five regions globally, it includes some of the world's largest, smallest, richest, and poorest countries; 31 of its members are small states, many of them island nations. The Commonwealth Secretariat supports member countries to achieve the Commonwealth's aims of development, democracy and peace.

The Travel Section is part of the Corporate Business Division (CB), which is responsible for a wide range of corporate services. The Travel Section plays a pivotal role within the organisation and is responsible for providing travel-related services with a focus on traveller needs, value for money and operational efficiency. Travel is an important component and facilitator of the Secretariat's work in achieving its goals and delivering the outcomes of the Strategic Plan.

Job summary

The Travel Manager is responsible for the value-added strategic management of the Secretariat's comprehensive global travel programme, which supports the Secretariat and its travellers. Key responsibilities for the Travel Manager include:

- Strategic Planning: Develop and implement Travel Policy and guidelines and travel programme strategy.
- Stakeholder Engagement: Collaborate with internal and external stakeholders at all levels on travel-related issues.
- Staff Management: Line management responsibilities for staff under their supervision.
- Vendor Management: Negotiate and manage contracts with travel management company, airlines, hotels, and other travel providers to secure the best travel strategies, services and rates for the Secretariat.
- Risk Mitigation: Address travel-related risks and emergencies.
- Compliance: Ensure adherence to the Travel Policy.
- Budget Oversight: Monitor and report on travel expenditure.

Task description

The post-holder:

- Provides support and guidance to internal stakeholders on travel related matters including travel planning, process, policy compliance, opportunities for travel savings and efficiencies and general travel queries and problems.
- Provides best-in-class recommendations and solutions to the organisation to ensure that the travel programme provides value for money, operational efficiency and meets traveller needs.
- Maintains, administers and reviews the Travel Policy and procedures with cross functional collaboration and coordination to maintain a fit-for-purpose Travel Policy ensuring alignment with organisational goals and best practice.
- Initiates and manages procurement exercises, involving complex contract negotiation and supplier onboarding, to secure the services of travel-related suppliers, which includes the travel management company, ground transportation, visa services and corporate credit card provider.
- Sources, develops and manages preferred supplier programmes including, amongst others, global preferred hotel programme, hotel contracts and airline deals.
- Responsible for strategic contract management of the contracted travel management company and other travel-related suppliers, including compliance to contracted specifications, Service Level Agreements (SLA's) and KPI's.
- Provides guidance, performance management, supervision and mentoring to staff in the section.
- Collaborates with stakeholders in the planning and logistics for high-level meetings and events including negotiation of supplier discounts and traveller benefits with airlines, hotels, etc.
- Oversees the travel risk management programme, working closely with Human Resources, Risk Management, external providers and internal stakeholders on duty of care framework and issues.
- Develops, maintains and implements guidelines and training for different stakeholders on travel related matters.
- Ensures that Travel service levels are met, investigating travel complaints and issues to a satisfactory resolution.
- In consultation and collaboration with the directorates and divisions, develops and maintains positive traveller and supplier relations by coordinating with stakeholders across the Secretariat to ensure traveller and supplier requests and issues are handled appropriately, in a timely manner and in compliance with the Travel Policy.
- Identifies and implements appropriate travel-related technology and automation to support the traveller and the travel process.
- Identifies savings opportunities and service enhancements, initiating process improvements and deployment of benchmarking-generated best practices.
- Manages and updates the travel management information reporting dashboard providing periodic and ad hoc reports on items such as

expenditure, savings, compliance and deviation to the travel policy.

- Prepares regular travel management reports for Senior Management and the Board of Governors on travel programme expenditure and insights.
- Analyses and monitors data and trends on travel related matters including on travel suppliers (airlines, hotels, etc.) to identify opportunities for cost reduction and benefits, and negotiation of appropriate deals.
- Member of the Secretariat's Health & Safety, Green Strategy and Travel and Safety Security sub-Committees. Providing advice on all aspects of travel and traveller safety.
- Initiates and leads travel related projects and initiatives – preparing proposals for senior management approval, providing structured updates, clear process maps, implementation timelines, risks and issues, and communication plans.

Person Specification

Education

- A degree in tourism, travel or hospitality or bachelor's degree plus a professional qualification in the relevant field or ten years progressive business travel experience.

Experience

- At least seven years global travel management experience.
- Extensive knowledge of the travel industry and travel logistics.
- Experience of travel services procurement and contract management.
- A minimum of one year of people management experience.
- Excellent negotiation/consensus building skills as well as the ability to maintain flexibility and manage conflict.
- The ability to exercise independent judgment consistent with Secretariat policies, guidelines and priorities.
- The ability to deal confidently and effectively at the highest level and to establish effective working relationships ensuring dealing at all times with utmost tact, diplomacy and confidentiality.
- Ability to build and maintain positive relationships with vendors.
- Excellent organisational, analytic and problem-solving skills and attention to detail.
- Experience in multicultural and international settings.
- Financial acumen.
- Good written and verbal communication skills, customer service, and interpersonal skills.
- Knowledge of online booking tools, management information systems (MIS) tools and other travel technology.
- Excellent IT skills including Microsoft Apps, Excel, online portals, Apps etc.

Desirable:

- Knowledge of the geography of Commonwealth member countries.
- Experience with travel and expense tools.

Competencies:

Respect for Diversity
Works effectively with people from all backgrounds.
Treats all people with dignity and respect. Treats men and women equally.
Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.
Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated
Working with Others
Manages conflict and works towards mutual solutions
Identifies organisations with which to partner for specific solutions
Encourages others and provides them with the autonomy to pursue relationships
Uses personal influence to establish compromise and agreement when faced with conflict
Demonstrates balance between directness and diplomacy in negotiations
Uses influence to persuade partners and third parties toward Commonwealth Secretariat aims
Encourages and supports others in demonstrating cultural awareness when working with others
Managing Resources
Manages programme and cross team activities against specific objectives/results
Manages available resources in order to meet objectives e.g. by effective and efficient use of budget inter alia
Identifies the best method and resources when high level course of action has been identified
Analyses available resources and what activity they will enable
Takes responsibility for multi team/programme activities
Manages diverse motivations of a range of groups in large scale programmes
Decision Making
Determines what can be realistically achieved when deciding on strategic solutions
Is proactive and responsive in making decisions on complex, technical issues based on appropriate information
Considers the relevant justifications for a particular course of action
Takes context into consideration when making decisions
Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate
Bases actions and approaches on the root cause of an issue, rather than the symptoms

Accountability
Takes ownership of assigned tasks, honours deadlines.
Ensures timely delivery of outputs within defined cost and quality standard parameters.
Takes responsibility for own shortcomings and compliances.
Supports subordinates, provides oversight and takes responsibility for all delegated assignments.
Leadership & Development
Reinforces vision throughout organisation e.g. by acting accordingly inter alia
Identifies and develops leadership skills in others
Empowers others to take control of their own development and progression
Offers sound guidance and direction on complex and critical issues
Maximises the potential of others e.g. by creating suitable opportunities for development inter alia