



POSITION DESCRIPTION

Position Title:	Travel Coordinator
Cluster / Business Unit / Division	Information Technology
Section or Unit:	Administration
Classification:	Band 3
Job Family:	Administration
Position Description Number:	PD-2298
Work Contract Type:	Administration
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The primary objective of the Travel Coordinator is to manage and administer the travel policy throughout the organisation. The role supports the traveller to ensure compliance to policy, as well as ensure travellers are selecting timely and cost-effective travel solutions. Additionally, the role is a point of contact for liaising with external travel providers, visa agents and government agencies as part of Whole of Australian Government travel procurement arrangements. This role will also work collaboratively with the IT Administration team to provide administrative support to the Information Technology team.

ORGANISATIONAL ENVIRONMENT

ANSTO is the national organisation for nuclear science and technology. We focus on undertaking leading edge research, delivering innovative scientific services and providing specialised advice to government, industry, academia and other research organisations.

Information Technology is dedicated to operating, enhancing and maintaining ANSTO’s Information and Operational Technology to ensure safe, secure and sustainable digital services. IT is made up of several specialised departments, including Cyber Security, Portfolio and Travel.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Point of escalation for all Domestic and International travel to support the organisation in self-service travel.
- Liaise with travel provider to ensure ANSTO policy is translated into their system.
- Ensure compliance of travel approvals and bookings to ANSTO Travel Policy, and Whole of Australian Government travel procurement.
- Responsible to update and maintain data integrity and power bi dashboards for travel key performance indicators.
- Produce monthly key performance reporting and value add analysis of Travel to enable Executives and business stakeholders to make informed decisions.
- Support and champion continuous improvement projects and initiatives in Travel.
- Provide excellent customer service and ensure information provided to clients is accurate and given in a timely manner in line with ANSTO policies and procedures.
- Run ad-hoc reporting as necessary to answer business questions and drive decisions
- Act as back-up administrative support for CIDO as required.
- Provide administrative support activities required by Information Technology.
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- Excellent decision-making skills with the ability to assess multiple options and identify the best choice to serve a specified goal.
- Determine key work priorities within the context of agreed work allocations and will consult with the IT Department Manager on complex, sensitive and major issues that have a significant impact.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

- Establishing solid working relationships with a wide range of key internal and external senior stakeholders.
- Responding quickly and flexibly to a changing environment, considering internal and external competing priorities.
- Improving customer service, response times and delivery efficiencies for ANSTO travel, and administrative support for Information Technology.
- Ensuring a high level of attention to detail in an environment that is time sensitive, high profile and has conflicting priorities.
- Embracing continuous improvement in processes.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Line Manager (IT Department Manager)	<ul style="list-style-type: none">• Receive direction, instruction, guidance and priorities• Negotiate and report on operational status and issues• Escalate matters of priority, task completion and operational issues
IT Administration Team	<ul style="list-style-type: none">• Contribute to group decision making processes, planning and goals• Collaborate and share accountability• Negotiate and resolve conflicts
Information Technology	<ul style="list-style-type: none">• Develop effective working relationships• Provide administrative support
ANSTO Clusters	<ul style="list-style-type: none">• Provide expert advice and exchange information• Act as point of escalation for assistance with self-service travel
External	
Whole of Australian Government Travel Procurement Providers	<ul style="list-style-type: none">• Develop effective working relationships• Act as point of liaison• Provide assistance as required

POSITION DIMENSIONS

Staff Data.	
Reporting Line	IT Department Manager
Direct Reports	Nil
Indirect Reports	Nil
Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time

Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be infrequently required to enter radiation areas under tightly regulated conditions
Hours:	Willingness to work varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety	
Specific role/s as specified in <u>AG-2362</u> of the ANSTO WHS Management System	All Workers Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Demonstrated experience in travel, customer service or general administration.
2. Extensive experience in either corporate or retail travel industry with strong knowledge of airlines, airfares/ticketing and Global Distribution System (GDS).
3. Demonstrated proficiency in Microsoft, SAP, Concur, and online travel booking tools (GDS).
4. Demonstrated experience providing administrative support within a complex operating environment.
5. Ability to deal with complex matters with tact, diplomacy, and confidentiality.
6. Demonstrated ability to work effectively in a team, positively contributing to the team environment.
7. Well-developed communication and interpersonal skills, with demonstrated ability to clearly convey information and ideas and establish effective interpersonal relationships with a wide variety of people.
8. Strong organisational skills, able to prioritise demands, escalate issues when required. Demonstrated ability manage competing demands, establish priorities, organise tasks and meet deadlines.
9. Ability to work autonomously with little to no supervision at times.
10. Ability to quickly adapt to technological, structural and procedures changes and maintain professionalism and flexibility.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Jodie Lewis	Name:	Marianne Morton
Title:	IT Department Manager	Title:	Chief Information and Digital Officer
Signature:		Signature:	
Date:		Date:	