Job Specification: Support Services Assistant (Travel)

Scale: HQ1
Line managed by: Executive Assistant and Company Secretary
Location: MAG HQ, UK

MAG's Vision: A safe and secure future for men, women and children affected by armed violence and conflict.

MAG's Mission: MAG saves lives and builds futures by working with others to reclaim land contaminated with the debris of conflict, to reduce the daily risk of death or injury for civilians, and to create safe and secure conditions for development.

Job Purpose:

To provide a high quality travel booking service to MAG staff (and other personnel) worldwide.

To provide comprehensive and proactive office administrative support in MAG HQ.

Job Description

Travel

Coordinate travel bookings for MAG staff worldwide (and other personnel as required) in accordance with the travel policy and guidelines, liaising with MAG's appointed travel provider.

Ensure routings and fare types represent best value, are in accordance with approved MAG policy and adhere to the Fly America Act.

Advise staff on travel arrangements and organise travel documentation including passports and visas, liaising with embassies and MAG programmes overseas as necessary.

Create and maintain travel profiles.

Supply travellers with pertinent information and useful materials.

Develop and maintain MAG travel resources, e.g. visa 'library'.

Provide excellent customer service.

Develop effective working relationships with MAG's appointed travel provider and programmes worldwide.

Ensure that group travel is coordinated including sector workshops, conferences, field visits and seminars.

Office Support

Act as an effective first point of contact for the switchboard and reception services for MAG, dealing with all callers and visitors efficiently and managing post.

Management of MAG's stationary and office consumables stock.

To provide administrative support to members of the UK Management Team, including processing of expense claims, time sheets, annual leave monitoring and other administrative demands.

Develop, maintain and review administration systems to achieve maximum efficiency.

Provide cover for the Support Services Coordinator in times of annual leave or sickness absence.

All HQ staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Person Specification

Essential Experience

- Proven travel administrative experience and ability to work proactively in a similar role.

Essential Skills and Knowledge

- Strong organisation skills.
- Excellent attention to detail, with an accurate and methodical approach.
- Ability to work under pressure and to deadlines.
- Proven problem-solving abilities.
- A flexible, pro-active approach to work including the ability to prioritise and re-prioritise to achieve successful outcomes.
- Self-confidence and an ability to work on own initiative as well as part of a team.
- Ability to build good working relationships with internal and external colleagues at all levels.
- Excellent written and verbal communication skills.
- Good IT skills including the ability to competently use Microsoft Word, Excel and PowerPoint.
- Ability to represent and promote MAG.

Essential Aptitude

- Demonstrates commitment and enthusiasm to MAG and its vision, mission and values, through the quality and standard of all work
- Approachable with a positive attitude
- Ability to work effectively as part of a team, offering and receiving support as required.
- Self-motivated, flexible and enthusiastic approach to work

Signed employee:	**Date:**
Signed manager:	**Date:**