Job description

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| Post Details |  |
| Job title: | **Travel and Accommodation Administrator** |
| Department /  Location: | **Finance**  Glasgow office  With ad hoc travel in the UK |
| **Reports to:** | Alyson Wood |
| **Main purpose job:** | To provide travel expenses administration support for ATH.  To co-ordinate the booking and recording of data input into travel information system.  Maintain records for reporting of MI and P11D/PSA. |

1. Dimensions of role

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| Post dimensions |  |
| Financial/budget accountabilities: | Travel Budget |
| Staff responsibilities: | None |
| Any other statistical data: | None |

1. Key accountabilities/responsibilities

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| No |  |
| **1** | **General Administration**   * Manage travel and accommodation bookings for all ATH staff including hotels, flights and train bookings * Manage travel and accommodation bookings for some of our Opco’s and prepare data for recharges * Maintain records of all bookings for MI * Maintain records and control of the staff expenses process |
| **2** | **Support Finance administrative tasks**, including but not limited to   * Monthly reporting of MI to finance team * Maintain records of travel and other staff expenditure * Maintain records of travel for P11D/PSA purposes * Assist in travel budget maintenance |
| **3** | **General**   * Challenge bookings made/requested out with policy * Resolving system issues were possible, contacting provider if cannot be solved internally * Answer queries from employees * Work alongside suppliers to ensure we continuously receive the best rates * Other ad hoc support which may be required |

1. Contact with others

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| Post Details |  |
| Purpose, nature: | Contact with all ATH staff and Opco’s. Regular contact with external service providers. |
| Frequency: | Daily |
| Means of contact: | Regular face to face communication with visitors and staff as well as via telephone and email. |

1. Key behavioural indicators

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| Abellio common behaviours |  |
| Genuine: | Demonstrates a strong service orientation – viewing staff and line managers as internal customers and operating in a professional, respectful and straightforward manner. |
| Professional: | Works accurately with strong attention to detail; uses initiative but knows when to seek out advice and assistance from line manager and/or office peers. Will establish credibility with internal client groups by means of consistent high quality delivery to promise. Understands and respects the confidentiality of all personnel data. Remains calm and collected at all times. |
| Proactive: | Will identify opportunities to enhance office administration and initiate and drive projects through to completion. |
| Inclusive: | Demonstrates appropriate tact and diplomacy in all interactions, capable of adapting style to a diverse head office population. Capable of engaging with stakeholders across the Group in order to build positive and long lasting relationships. |

1. Person specification

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| **Person Specification** | **Essential** | **Desirable** |
| **Attainments:** education, qualifications & training requirements | * A level standard of education | * Degree in Business or a related subject |
| **Abilities:** skills & aptitudes required | * Excellent command of English (verbal and written) * Strong administration skills * Confident and able to challenge the norm * Driven to increase efficiencies * Knowledge of HMRC rules around staff expenditure * Proficient with business software such as Microsoft Office * Strong communication skills, both written and verbal * A high level of confidentiality * Excellent interpersonal and customer-facing skills * The flexibility and willingness to learn * The ability to work as part of a team and on own when required * The ability to work accurately, with attention to detail * Strong customer services skills * Focussed attitude * Highly organised * Proactive approach * Motivated & enthusiastic * Highly professional * High degree of team working skills * Flexible and adaptable * Conscientious * Enjoys working with people | * Other European languages * Advanced level IT skills with MS Office and/or Travel software |
| **General intelligence:** experience & knowledge capabilities | * Previous office administration experience | * Experience of working in the travel industry |
| **Personal circumstances/ wellbeing requirements:** e.g. travel, flexibility, health | * Flexible to changing demands and able to work additional hours if the business requires * Excellent attendance record |  |

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| **Job Holders Comments** | **Line Managers Comments** |
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| **Job holder’s signature and date:** | **Line manager’s signature and date:** |