

## JOB DESCRIPTION

<b>Post Title:</b> Corporate Travel and Commercial Administrator		<b>Director/Service/Sector:</b> Procurement, Finance Directorate		<b>Office Use</b>
<b>Band:</b> 6		<b>Workplace:</b>		JE ref: 3565 HRMS ref:
<b>Responsible to:</b> Commercial Business Analyst		<b>Date:</b> August 2019	<b>Manager Level</b>	
<b>Job Purpose:</b> Administer, review and monitor contractual and partnership arrangements for corporate travel and other commercial partnerships..				
<b>Resources</b>	Staff	None.		
	Finance	Responsibility for raising orders, processing invoices and responsibility for company credit card for making purchases with regard to travel and accommodation.		
	Physical	Maintain and operate key corporate information systems including spreadsheets and databases. Responsible for implementing policies and procedures in relation to the commercial and contractual arrangements		
	Clients	Liaising with internal services and managers to understand travel and accommodation needs. Dealing with numerous external organisations to ensure best value for the organisation including national and international travel companies, individual businesses and commissions.		
<b>Duties and key result areas:</b> <ol style="list-style-type: none"> <li>1. Handle, book and oversee all corporate travel arrangements (rail, air and accommodation)</li> <li>2. Administer, review and monitor contractual and partnership arrangements for corporate travel and a range of other commercial partnerships.</li> <li>3. Research, develop, collate and analyse performance and benchmarking information, providing reports and recommendations for improvements. Maintain appropriate work records, observing data protection, privacy and confidentiality rules and procedures</li> <li>4. Actively work with travel providers to develop and review travel needs to improve quality and value for money.</li> <li>5. Have a full understanding and ensure compliance throughout the authority to the Travel and Subsistence policy and International Travel policy, advising travellers on their travel options within the allowed policy limits, escalating through the management hierarchy seeking relevant approvals where necessary.</li> <li>6. Deal with customer complaints relating to travel and accommodation escalating with the suppliers as necessary to a satisfactory resolution.</li> <li>7. Assist to develop policy, procedures, promotion and funding initiatives to bring the commercial service plan and objectives into effect.</li> <li>8. Support the Commercial Business Analyst in determining the best form of contractual relationships, assisting with the appropriate procurement process and supporting negotiations to obtain the best solution to deliver commercial and leisure travel solutions.</li> <li>9. Support the Commercial Business Analyst in the implementation, marketing and delivery of the team's commercial projects.</li> <li>10. Support the marketing and promotion of all commercial activities to encourage participation.</li> <li>11. Produce and analyse monthly progress reports and statistics for management review, reconciling the information against invoices ensuring accuracy of bookings, payments and income for a range of commercial activities.</li> <li>12. As a member of the service's professional team, fully support the corporate planning and management of the service.</li> <li>13. Process payments, order services and process invoices for payment in accordance with financial procedures and regulations.</li> <li>14. Assist in monitoring relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.</li> <li>15. Actively develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services for a range of commercial activities.</li> <li>16. Manage several shared mailboxes ensuring all enquiries and requests are dealt with within SLA timescales.</li> <li>17. Ensure security of personal data held within the system</li> </ol>				
<b>Work Arrangements</b>				
Transport requirements: Working patterns: Working conditions:		Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.		



Northumberland County Council

**PERSON SPECIFICATION**

<b>Post Title:</b> Corporate Travel and Commercial Administrator	<b>Director/Service/Sector:</b> Procurement, Finance Directorate	Ref: 3565
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
NVQ level 4 or equivalent standard Knowledge of the main theoretical, procedural and practical issues relating to council procurement process and project management. An awareness of procurement regulations, policies, procedures, and developments. Knowledge of the wider corporate and organisational issues of partnership working Evidence of professional and/or personal development.	A related technical qualification. Studying for a relevant professional qualification. Relevant management degree or post-graduate diploma e.g. MBA, DMS. Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.	
<b>Experience</b>		
Recent experience in managing/monitoring performance to deliver desired outcomes. Experience in applying a range of relevant professional methods, tools and techniques to ensure quality and deliver improvements to services. Experience of working collaboratively across services/organisations to deliver corporate objectives Recent experience in advising/supporting others to deliver quality services. Experience in engaging effectively with others and building productive partnerships.	Experience in travel/procurement services. Experience in using Microsoft Office applications.	
<b>Skills and competencies</b>		
Effective IT skills and able to use ITC to achieve work objectives. Outstanding customer service skills. Effective written and verbal communication skills Effectively expresses own views using appropriate means depending upon the audience. Numerator and skilled at analysing/reasoning with complex business related statistics. Applies a methodical approach to problem solving. Negotiation skills and able to persuade others to an alternative point of view. Remains calm and logical in stressful and difficult situations.	Skilled in the use of Microsoft Office.	
<b>Physical, mental and emotional demands</b>		
Normally works from a seated position with some need to walk, bend or carry items. Some contact with public/clients in dispute with the County Council.		
<b>Motivation</b>		
A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Proactive and achievement orientated Works with little direct supervision.		
<b>Other</b>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits