

**JOB DESCRIPTION**  
**Vacancy Ref: N1356**

<b>Job Title:</b>	Travel Supervisor	<b>Present Grade:</b> 5
<b>Department/College:</b>	Travel, Finance Division	
<b>Directly responsible to:</b>	Procurement Manager	
<b>Supervisory responsibility for:</b>	Travel Team Advisors	
<b>Other contacts</b>		
<b>Internal:</b>		
All levels and areas of the University		
<b>External:</b>		
Suppliers and Other University's and external travel bodies		
To assist with the delivery of a professional travel service for the University including effective customer service and external supplier performance in order to meet the University's procurement strategy. To make continuous improvements to help the University achieve its overall objectives through best practice, achieving value for money and delivering excellent customer service.		
<b>Major Duties:</b>		
<ul style="list-style-type: none"><li>• To supervise and organise the workload of the Travel team delivering and maintaining an agreed service level. Leading the day to day operation of the service whilst managing a workload and making travel bookings.</li><li>• Assist the Procurement Manager in managing the relationship with the Travel Management Companies (TMC's).</li><li>• Support the Procurement Manager in promoting new arrangements for the procurement of travel. Develop simple training materials and deliver training to end users.</li><li>• Receive management information from the TMC's and provide support in disseminating the information.</li><li>• To use management information to identify opportunities for improvement securing new "deals" and improved arrangements for the benefit of the University.</li><li>• To liaise with end users providing travel advice and assistance in planning trips.</li><li>• To ensure that travelers are informed on insurance matters and manage any associated risks and claims.</li><li>• Design and maintain the travel web pages.</li><li>• To lead a Travel Team to provide feedback on the TMC's service provision and continually improve the travel experience.</li><li>• To manage the travel booking portal ensuring timely updates of information and provide management information Co-ordinate service delivery with the travel administrators.</li><li>• Communication, working in conjunction with other members of the procurement team to ensure there are effective and pro-active communications on travel related matters across all areas of the University.</li></ul>		