

**JOB DESCRIPTION**

**Vacancy Ref: 0262-23**

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| **Job Title:** Travel Supervisor | **Present Grade:** 5S |
| **Department/College:** Travel, Finance Division | |
| **Directly responsible to:** Procurement Manager | |
| **Supervisory responsibility for:** The Travel team - Travel Administrators and P2P assistant | |
| **Other contacts** | |
| **Internal:**  All levels and areas of the University | |
| **External:**  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.  **Major Duties:**   * To supervise and organise the workload of the Travel team delivering and maintaining the SLA. * Leading the day-to-day operation of the service. * Immediate line management duties for the Travel team including annual performance reviews, assessing training and support needs and processesing annual leave/sickness absences in accordance to university policy. * Assist the Procurement Manager in managing the relationship with the travel suppliers. * Support the Procurement Manager in promoting the University’s Sustainable Decision Tree. * Support the Procurement Manager in promoting new arrangements for the procurement of travel. Develop training materials and deliver training to end users, including promoting the University’s Sustainable Decision Tree. * Receive management information from travel suppliers, including carbon data and provide support in disseminating the information. * To use management information to identify opportunities for improvement securing new “deals” and improved arrangements for the benefit of the University. * To liaise with end users providing travel advice and assistance in planning trips. * To ensure that travelers are informed on insurance matters and manage any associated risks and claims relating to travel. * Design and maintain the travel web pages. * Obtain feedback on the travel suppliers and continually improve the travel experience. * To manage the travel booking portal ensuring timely updates of information and provide management information Co-ordinate service delivery with the travel administrators. * To make travel bookings (as required). * Communication, working in conjunction with other members of the procurement team to ensure there are good communications with all areas of the University. | |