

Department: People & Governance
Reporting to: Support Services Lead
Contract type: Permanent

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible, and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

Deliver all aspects of travel at Mary's Meals, including making travel arrangements for MMI and Affiliates in partnership with our approved travel agency. This will include providing advice and guidance to colleagues across the movement to help them plan high quality visits for employees, volunteers, supporters, and other visitors.

Key responsibilities & activities:

High Quality Travel Service

- Assist the Support Services Lead in the development and communications of the MMI Travel Policy, ensuring it is adhered to, by all travellers.
- Coordinate travel bookings for Mary's Meals International employees, volunteers, and visitors in accordance with Mary's Meals policies and procedures.
- Supporting National Affiliate travel needs when required.
- Assist the Support Services Lead and fellow team members when required and provide support in managing travel arrangements and other supplementary tasks relating to staff inquiries across Mary's Meals.
- Coordinate regular travel data review and cleansing.
- Develop effective working relationships with MMI's appointed travel provider to ensure that we are providing a high-quality service to all travellers.
- Assist the Support Services Lead in reviewing the performance of the travel provider periodically.
- Ensure routes and fare types offered to travellers represent the best value and are in accordance with Mary's Meals policies and procedures.
- Advise and assist, when necessary, on essential travel documentation such as visas.
- Provide advice and guidance to colleagues across the movement to help them plan and coordinate effective itineraries. This will include providing advice on visa applications, routes, travel times etc.
- Support the Support Services Lead in developing internal guidance, support, and training materials for travellers.
- Oversee group travel processes to ensure that each trip is curated to meet the needs of the travellers.
- Effectively liaise with colleagues from across MMI and the rest of the Mary's Meals family to ensure that all aspects of travel are taken into consideration, such as travel health, safety, security and insurance.

- Correctly allocate all travel expenses to the right cost centres.
- Create and maintain traveller profiles ensuring the information is accurate and in compliance with Data Protection requirements.
- Deliver travel briefings to new travellers.
- Identify and collect relevant travel data and utilise this data to generate timely and relevant travel reports.

Additional information:

- Due to the nature of this role, you may be required to occasionally use your personal mobile device and remain accessible outside of regular business hours in the event of an emergency.

All MMI employee are expected to undertake the following general duties:

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- You may be required to travel to countries where Mary's Meals operates.
- Understand and uphold the standards outlined in MMI's Safeguarding Policy, acting with due care and attention to safeguard anyone that comes into contact with our work.

Essential skills & experience required for this role:

- Strong international travel management and coordination experience.
- Experience of managing complex travel arrangements including visas.
- Strong organisational skills.
- Excellent attention to detail, with an accurate and methodical approach.
- Ability to multi-task, work under pressure and to deadlines.
- Approachable and enthusiastic with experience of providing high quality customer service.
- A flexible, proactive 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 contacts at all levels.
- Excellent written and verbal communication skills.
- Good IT skills including the ability to competently use Microsoft Outlook, Word, Excel, Teams and PowerPoint.
- Ability to represent and promote Mary's Meals International.

Desirable skills & experience for this role:

- Demonstrates commitment and enthusiasm to the work of Mary's Meals and its vision, mission and values, through the quality and standard of all work

Qualifications:

- Relevant degree and/or equivalent experience in Travel Management.

Mary's Meals 7S Competencies:

As an employee Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	<ul style="list-style-type: none"> • I build and demonstrate resilience • I lead by example • I am authentic and true to Mary's Meals values • I develop myself and set stretching goals
Service	<ul style="list-style-type: none"> • I have a vocational attitude to my work • I inspire hope in others • I build belief that even difficult challenges can be solved • I am committed to serving and enabling all who want to be part of the global movement • I work to ensure our future will be even better than our past
Simplicity	<ul style="list-style-type: none"> • I communicate effectively • I follow clear decision-making criteria • I create plans that are easy to follow and contribute to organisational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	<ul style="list-style-type: none"> • I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	<ul style="list-style-type: none"> • I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I work to deliver my objectives
Strengthen	<ul style="list-style-type: none"> • I contribute to a positive work environment • I help and support those around me
Success	<ul style="list-style-type: none"> • I am a catalyst for change • I maintain my technical competence • I contribute to the success of my team • I am accountable • I embrace change

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of the MAP process.