

Role Title	Personnel Logistics Officer				
Job Family	Business Management and Support	Sub Category	Business Management and Support	Grade	A2
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions Managing a Quality Service Delivering at Pace 				
Purpose	Supporting operational delivery by providing effective travel support and guidance to FCDO Services.				



FCDO Services

Key Accountabilities

- Act as the point of contact between travelers, associated support functions and the travel provider to manage, support and arrange travel requests. Escalating as appropriate.
- Ensure travel options meet customer requirements and are in line with the FCDO Services booking process and travel policy.
- Evaluate travel routes and provide recommendations that show value for money and efficiencies where possible
- Accurately maintain records within the team and databases including trip files, visa and passport data base.
- Updating guidance, invoice reconciliation, creation and upkeep of travel profiles and shared mailbox management as tasked.
- Booking accommodation using the FCM travel portal and aligning with the GEG and marker hotels
- Seek to identify improvements and share ideas with others.

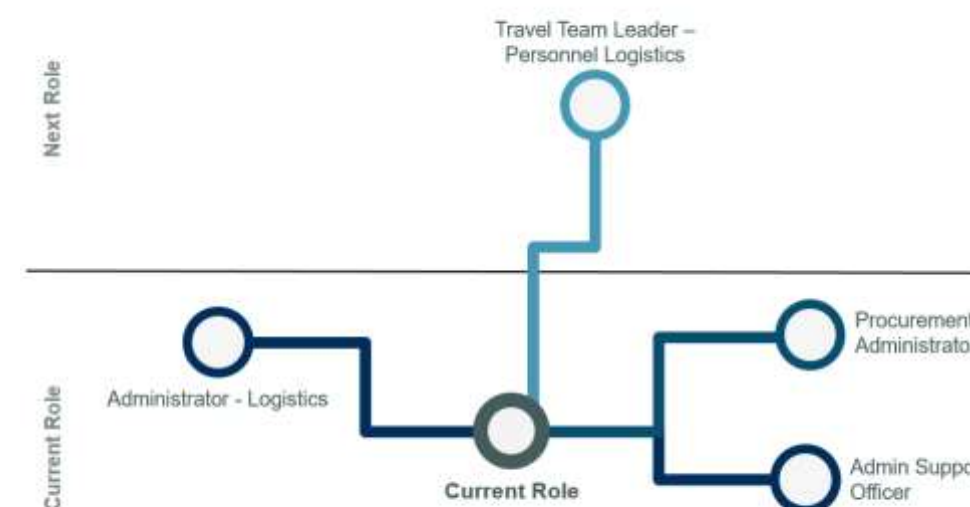
Authority and Scope

- Day-to-day management of own workload, prioritising work efficiently and effectively to ensure all deadlines are successfully met.
- Follow agreed processes, flag irregularities and escalate issues
- Continually ensure value for money, offering appropriate challenge to FCDO Services colleagues and third party suppliers where necessary.
- Booking of travel using FCM ensuring duty of care to travelling staff

Internal and External Communications

- Regular and frequent communication with colleagues from across the business relating to operational travel matters.
- Provide travel service users customers with tailored advice and guidance about their specific requirements.
- Maintain effective and collaborative working relationships with customers and providers to understand their requirements and potential changes.
- Work closely with Classified Bags section and RTSS to aid courier journeys, ensuring all relevant parties are informed
- Respond to queries from within the Team or Business, to provide information and support on matters within remit.
- Engage with colleagues around the business to ensure an understanding of requirements and to drive business wide compliance.

Potential Next Career Moves



Skills

- Travel logistics and advice
- Travel documentation management
- Airside rules
- Planning and organising
- Customer service
- Administrative/secretariat
- Financial management
- Customer/supplier relationship management
- Stakeholder management

Qualifications, Knowledge and Experience

Essential

- Effective communication skills to be able to build relationships with a range of people at all levels of seniority, explain processes and ensure colleagues to adhere to them
- Able to understand and follow processes and guidelines
- Effective time management skills; able to plan and organise activities effectively and meet deadlines
- High attention to detail and accuracy in record-keeping

Desirable

- Experience of delivering excellent customer satisfaction
- Knowledge of travel policies