

JOB DESCRIPTION

Department: **FINANCE & ACCOUNTING**

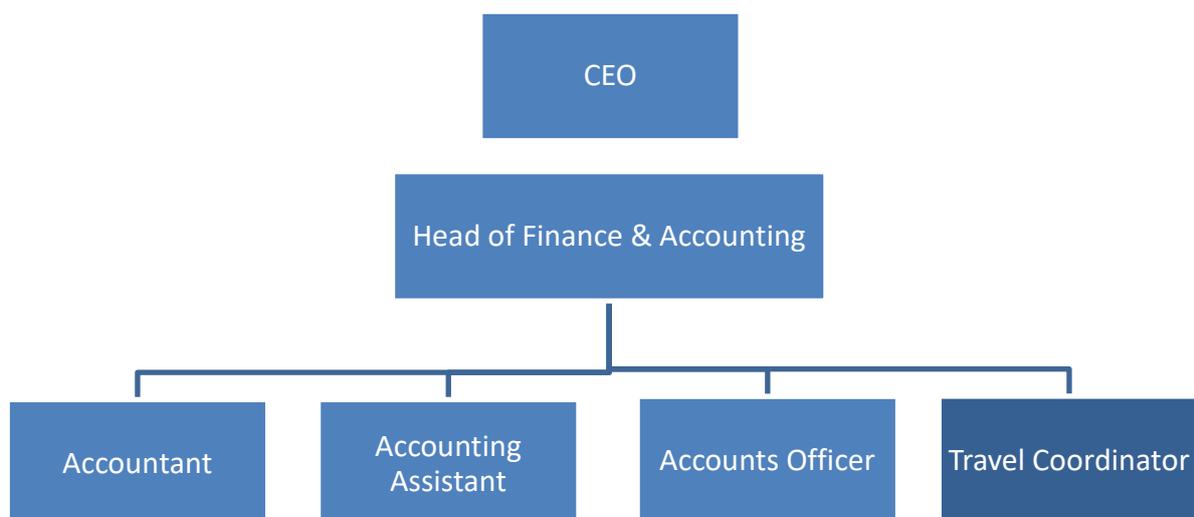
Job title: **TRAVEL COORDINATOR**

1. Job Background

<p>Job Purpose/Mission of Role</p>	<p>The Travel Coordinator is responsible for arranging travel for employees and AFRINIC board members and other committee members, as required. This includes scheduling flights and ground transportation, booking accommodations, and managing all other travel-related tasks.</p> <p>The role involves coordinating hotel bookings, flights, and transfers, as well as preparing detailed itineraries. The Travel Coordinator also assists with visa processing and other travel-related documentation, ensuring that all requirements are met efficiently.</p> <p>In addition, the Travel Coordinator ensures that all travel arrangements are made in accordance with the organisation's travel budget and policies, while working closely with external travel agencies to deliver seamless travel experiences.</p> <p>The position requires specialised knowledge and skills in managing logistics, with overall responsibility for coordinating and overseeing AFRINIC's travel and logistical arrangements.</p>
<p>Reports to</p>	<p>Head of Finance & Accounting</p>
<p>Number of Direct Reports</p>	<p>None</p>
<p>Essential Qualifications and Work Experience (Example)</p>	<ul style="list-style-type: none"> • Minimum Bachelor's degree (BS/BA) with at least 5 years of relevant experience. • Proficiency in using Global Distribution Systems (GDS) such as Amadeus, Sabre, Galileo, or similar tools. • Ability to liaise and negotiate with embassies and consulates for visa processing, as well as with travel agents and airlines. • Good knowledge of international air travel; IATA certification would be an advantage.

	<ul style="list-style-type: none"> • Strong ability to use the internet as a primary research tool (e.g. for meetings, hotels, maps, and travel planning). • Ability to effectively manage and resolve unexpected travel disruptions such as flight cancellations, delays, or missed connections. • Capable of working independently with minimal supervision, while adhering to policies, procedures, and guidelines. • High level of integrity, with the ability to maintain strict confidentiality. • Good understanding of internet-related terminology, ecosystem, and operating environment. • Strong written and verbal communication skills, with the ability to engage and build relationships with diverse stakeholders and external partners. • Willingness and ability to travel as required. • Flexibility to work outside normal working hours when necessary. • Significant international exposure and experience. • Ability to organise conferences and manage logistics of varying scale across the AFRINIC region.
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2. Reporting Structure:



3. Key Responsibilities

Title	Description	Weight
Travel and Accommodation Arrangements	<ul style="list-style-type: none"> • Arrange reservations for air, rail, and other modes of transportation, as well as accommodation, in compliance with AFRINIC’s Travel Policy. • Coordinate travel logistics for special events, including Board meetings, conferences, and other organisational activities. • Ensure smooth and efficient travel experiences for travellers, including the arrangement of travel insurance and related services. • Ensure safe and efficient travel operations in accordance with organisational policies, procedures, and guidelines. 	30%
Serves as Liaison internally and externally	<ul style="list-style-type: none"> • Serve as the primary point of contact for travel-related matters, providing guidance and support to employees on travel issues and concerns. • Liaise with relevant authorities to obtain visa requirements and assist with visa applications and processing. • Gather and communicate health and safety recommendations for international travel and arrange travel insurance as required. • Coordinate with travellers to ensure they receive accurate and timely travel-related information. • Ensure that all travellers have the required documentation, as well as the necessary equipment and tools, prior to travel. 	30%
Travel Analysis and Reporting	<ul style="list-style-type: none"> • Prepare travel-related correspondence, reports, and other documentation as required by the Head of Finance and Accounting. • Ensure monthly reconciliation between travel and finance records on all accounting matters. • Stay up to date with developments in the travel logistics ecosystem and provide timely advice to management as needed. • Provide recommendations to management regarding updates and improvements to the Travel Policy. • Prepare and submit regular reports to management. 	30%

General Responsibilities	<ul style="list-style-type: none"> • Ensure that all internal deadlines are met and all processes are followed. • Ensure that all processes are clearly documented as per ISO 9001 standards • Perform other duties as required and assigned by the CEO, Head of Finance & Accounting 	10%
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4. Competencies

Technical, Professional & Functional	<ul style="list-style-type: none"> • Ability to interpret and apply regulations related to air travel and logistics. • Good understanding of internet-related terminology, ecosystem, and operating culture. • Demonstrates the ability to add value both as an individual contributor and as an active team member. • Strong written and verbal communication skills; a persuasive and engaging communicator. • Ability to collaborate effectively and build relationships across diverse departments within AFRINIC. • Proficiency in additional languages beyond English is highly desirable. • Ability to manage and resolve conflicts effectively. • Adaptable and flexible, with the ability to respond to change while remaining committed to team objectives. • Strong organisational skills, with the ability to prioritise tasks while maintaining a high level of discretion and confidentiality. • Action-oriented, customer- and service-focused, with an entrepreneurial, flexible, and innovative approach to operational responsibilities. • Proficiency in Microsoft Office tools and applications. • Knowledge of Global Distribution Systems (GDS) such as Amadeus, Sabre, Galileo, or similar platforms. • Ability to effectively use software tools to manage travel and logistics operations.
Behavioural	AFRINIC's Behavioural Competencies as applicable to all staff and as revised from time to time

5. AFRINIC Expectations

In carrying out essential duties, an individual should demonstrate commitment to AFRINIC's mission and values, working as one team towards delivering excellence in service.

This includes but is not limited to:

- Demonstrates a shared commitment to fulfilling team and organisational goals co-operatively
- Strives for excellence and focuses on continuously improving outcomes
- Displays professionalism through competence, high standards, self management and a service ethic
- Displays integrity through ethical behaviour, constructive contribution, and use of appropriate channels
- Makes responsible use of member funds through efficient use of time, funds and resources
- Models respect by being punctual, reliable, prepared, courteous, and responsive

6. Employee Statement of Understanding

I have read and understood the job description and annex for my position:

Signature of Employee