

Position Description

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| Position number: | PN237 | Last reviewed: | May 2025 |
| Designation: | Junior Travel Officer | | |
| Classification: | Fixed term part time | Salary band: | Band 1 - Band 2 Step 5 |
| Business area: | Corporate Services/Travel | | |
| Reports to: | Travel Manager | | |
| Key stakeholders: | Accreditation, Indigenous Policy and Programs, Assessment teams and external committee members | | |

Organisational purpose

The AMC's purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

AMC values

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| <ul style="list-style-type: none">• Integrity• Cultural safety | <ul style="list-style-type: none">• Collaboration• Openness and accountability | <ul style="list-style-type: none">• Striving for excellence• Innovation |
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Business area purpose

Effectively coordinate travel and accommodation requirements for AMC staff, committee members and AMC affiliates.

Position purpose

The purpose of this position is to support internal and external travel clients (staff, and AMC affiliates) by providing a high standard of travel, accommodation and conference booking services.

AMC commitment to cultural safety, diversity, and inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

All AMC staff are required to participate in ongoing cultural safety training.

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. ***The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.***

Position responsibilities

- Effectively coordinate domestic and international travel and accommodation for AMC staff and stakeholders in line with AMC policy and to a high standard of client service, including:
 - Meetings, conferences, and travel for the AMC Directors and Council members
 - Clinical Examination, workshops and panel meetings.
- Liaise with travel and accommodation providers to ensure efficient and effective outcomes.
- Prepare pre- and post- travel documents, ensuring all documentation is complete and accurate.
- Monitor any changes to the AMC meeting program, and attendance at meetings, and respond accordingly.
- Assist in identifying appropriate options for events and meetings, working with the Travel Officer and Travel Manager.
- Assist the Travel Officer and Travel Manager with group bookings by booking flights and accommodation once the Travel Officer and/or Travel Manager has negotiated the group rates.
- After meetings and travel have been completed, check the accuracy of all charges on the invoice before submitting them for approval to the meeting coordinator.
- Work collaboratively with the external travel provider, the Travel Officer, and Travel Manager to address issues and concerns raised by travellers.
- Proactively support continuous improvement in the work, team, and the organisation through being innovative, displaying critical thinking, and being responsive to the needs of customers and stakeholders.
- Understand the full travel process so that in times of absence, you can support the whole team.

Position key results area (KRAs)

Travel Coordination

- Coordinate flights and accommodation in line with AMC policy and to a high standard of client service.

Stakeholder Collaboration

- Liaise professionally and effectively with providers and users of travel and accommodation regarding all aspects of meeting and travel arrangements.

Financial Management

- Assist in sourcing tax Invoices and support the financial reconciliation activities by ensuring all documentation for travel is available.

Performance Evaluation

- Assist in AMC's analysis of travel data to improve performance of our travel services.

Key selection criteria**Experience/knowledge**

- Proven ability to set and maintain high standards for detailed administrative work, including a high degree of accuracy and attention to detail.
- A high standard of computer literacy, including experience in Microsoft Office and general data entry/database operation.
- Demonstrated ability to work within established policies and guidelines and to suggest and implement process improvements.
- Ability to communicate effectively both orally and in writing with a diverse range of stakeholders.
- Demonstrated capacity to establish good working relationships with others and to function effectively as a member of a team, with minimal supervision.
- Commitment to providing the highest standards of service.

Personal qualities

- Discretion in managing the personal data of AMC staff and affiliates.
- Excellent interpersonal skills, with the ability to deal with people at all levels with tact and discretion.
- A commitment to ongoing professional development.