POSITION DESCRIPTION



Travel and Expense Coordinator

POSITION DETAILS

Position Title	Travel and Expense Coordinator
Classification	HEW 6
Position Number	7013053
School/Office	Office of Finance and Procurement
Division	Division of Operations

POSITION PURPOSE

The Travel and Expense Coordinator supports the day-to-day operation of the University's travel and expense services by providing user support, system administration and timely resolution of operational issues and enquiries. The position provides guidance on established Travel and Expense processes and procedures, assists in maintaining related documentation and user resources, delivers training and support, and liaises with travel agent(s) and contracted suppliers to support service delivery. The role contributes to travel and expense compliance activities through monitoring, reporting and escalation of issues, and provides day-to-day coordination and support to Travel and Expense support staff to ensure consistent service delivery across the University.

KEY ACCOUNTABILITIES

1. Provide advice and timely resolution of travel and expense enquiries, assisting staff to understand University policies, procedures, government travel guidance and applicable requirements, and escalate instances of potential non-compliance
2. Oversee the operation of the University's travel and expense management system, ensuring processes, system controls and user support arrangements align with business requirements and promote policy compliance.
3. Administer the University's corporate credit card program, including cardholder support, card maintenance activities, user training, acquittal monitoring and escalation of compliance issues to management.
4. Contribute operational input to the development and maintenance of travel and expense policies, procedures, guidelines and supporting documentation under the direction of management, ensuring information remains accurate, current and accessible to the University community.
5. Deliver training, coaching and guidance on travel and expense systems and requirements, to support user understanding and consistent application.
6. Lead and coordinate the Travel and Expense Support team, ensuring consistent delivery of accurate advice, effective issue resolution and high-quality customer service.

7. Manage operational relationships with travel agents and contracted suppliers, monitoring contractual and service-level obligations and escalating performance or service issues where required.
8. Support travel risk and duty-of-care processes, through monitoring travel alerts, communicating relevant information and escalating risks to management.
9. Contribute to continuous improvement initiatives and participate in travel and expense projects, using sector developments and operational insights to contribute to improvements within agreed timelines and standards.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Relevant tertiary qualification in a relevant discipline, or an equivalent combination of extensive experience in travel and expense administration.
2. Demonstrated leadership and supervisory experience, including coordinating work, coaching staff and supporting consistent team performance.
3. Proven experience managing supplier arrangements, including monitoring operational agreements, service delivery and performance issues.
4. Strong knowledge of governance, compliance and risk, with demonstrated ability to interpret and apply policies and manage non-compliance.
5. Demonstrated commitment to customer service, with the ability to prioritise and respond quickly and effectively to client requests.
6. High-level communication and relationship-management skills, including effective interpersonal, networking, written and verbal communication.

KEY RELATIONSHIPS

- This position reports to: Finance Services Team Leader
- This position supervises: Up to two direct reports
- Key internal relationships:
    - Finance and Procurement Team
    - Office of Audit and Risk
    - Office of Safety and Wellbeing
    - School, Institute, Faculty, Divisional and Business Unit staff, both Academic and Professional
- Key external relationships:
    - University travel agent and contracted suppliers
    - Higher education sector contacts

CHALLENGES

- Managing traveller expectations in an unpredictable environment
- Balancing customer service with governance and compliance requirements
- Responding to a broad range of complex enquiries and issues
- Maintaining effective oversight of travel systems, suppliers and support services

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

→ Code of Conduct
→ Work Health and Safety and Wellbeing Management System
→ Enterprise Agreement or Award
→ Anti-discrimination principles, Equal Employment Opportunity and staff and student equity

Approved by:
Date: