

Department: Growth
Reporting to: Head of Growth Operations
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 to programme countries for employees, volunteers, supporters, and other visitors.

The role will also provide support to cover supporter engagement work and other areas of work in the Growth Operations Team either during periods of absence or as/when required due to workload across the team

Key responsibilities & activities:

High Quality Travel Service

- Ensure the MMI Travel Policy is communicated to, and adhered to, by all travelers.
- Coordinate travel bookings for Mary's Meals International employees, volunteers, and visitors in accordance with Mary's Meals policies and procedures.
- Assist the line manager 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 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 travelers.
- Develop guidance that will support the introduction of self-service booking process for routine bookings.
- To ensure routings and fare types represent best value and are in accordance with Mary's Meals policies and procedures.
- Organise any 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, routings, travel times etc.
- Support the Travel Manager in developing internal guidance, support, and training materials for travelers.
- Oversees group travel processes to ensure that each trip is curated to meet the needs of the travelers.
- 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 centers.
- To create and maintain traveler profiles ensuring the information is accurate and in compliance with Data Protection requirements.
- To deliver travel briefings to new travelers.

Growth Operations Team Support

- With support from the Engagement Coordinators and National Affiliate Relationship Managers, address general enquiries from National Affiliates and supporters, largely through the management of the shared mailbox, providing cover as and when required. This includes as and when required, answering general supporter email enquiries via Facebook messenger, the 'Hello' mailbox and website generated contact us enquiries.
- Provide support to the Head of Growth Operations to cover additional tasks in the Growth Operations team and cover for other team members as and when required. As well as the supporter engagement work, this could provide cover for CRM data input, creation of Sponsor a School donor report or general cover for other duties.

Additional information:

- As part of your role, you may be required to travel to countries where Mary's Meals operates.

Essential skills & experience required for this role:

- Proven travel administration/coordination experience
- 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, pro-active 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:

- Desirable but not essential - Relevant degree and/or equivalent experience in Travel Management.

All MMI employees 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.

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 your annual PDR process.