

International Travel and Accommodation Coordinator

Kaupapa | Purpose

- Coordinate all international and domestic travel bookings for Wintec staff , ensuring arrangements are cost-effective, timely, and aligned with approved travel plans.
- Manage accommodation bookings for inbound international visitors, ensuring suitability based on visitor seniority and within budget guidelines.
- Provide pre-departure support and guidance to travelling staff, including itineraries, visa requirements, insurance and travel policy compliance.
- Maintain accurate travel and accommodation records to support reporting, budget tracking, and planning.
- Regularly review and maintain travel procedures and processes to ensure compliance with Wintec’s travel policy, making them accessible and clear for staff.
- Build and maintain strong working relationships with key external travel and accommodation providers to ensure high-quality service and value

Reports to: International Director

Team: Wintec | Te Pūkenga

Remuneration: \$65,000 - \$85,400 (IEA Band 4)

Date: May 2025

Ngā mahi | Do

Key Responsibilities

Coordinate Domestic and International Travel:

- Book flights, accommodation, car hire, shuttles, insurance, and visas for Wintec staff in line with the travel policy.
- Ensure travel changes are actioned promptly, keeping staff updated on impacts, including during weekends, public holidays, and after hours.

- Provide domestic travel bookings for International Centre staff as needed.

Accommodation Management:

- Liaise with local accommodation providers to secure cost-effective rates for inbound visitors.
- Ensure accommodation for international visitors aligns with their seniority and meets Wintec's standards.

SOS Membership Management:

- Liaise with International SOS to ensure full utilisation of Wintec's membership benefits.
- Attend SOS briefings and training events as applicable and train key staff on SOS services.
- Manage critical incidents for overseas staff in line with Wintec's critical incident policy.

Travel Process and Policy Development:

- Develop, implement, and review Wintec's travel procedures and policies with input from key stakeholders.
- Ensure Wintec staff and travel bookers follow standard operating procedures (SOPs) and utilise templates for consistency.

Travel Briefings and Training:

- Ensure international travellers complete the SOS safety briefing before departure.
- Onboard new travel bookers, providing necessary training materials and system guidance.
- Organise and implement regular training sessions for Wintec travel bookers, including updates on travel systems and booking processes.

Reporting and Updates:

- Provide regular reports to the Manager on travel booking processes and security developments.
- Stay updated on new travel products, fare changes, and other relevant industry updates to ensure Wintec staff are well-informed.

Customer Service and Team Support:

- Respond to travel-related queries within 24-48 hours, ensuring excellent customer service to both stakeholders and external providers.
- Contribute to the effective operation of the International Centre and support the team culture.

Other Duties:

Perform additional duties as required to support the team and organisation

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

Excellent Organisational Skills:

Proven ability to manage multiple bookings, schedules, and priorities with attention to detail and efficiency.

Strong Communication:

Clear and professional communicator, both written and verbal, with the ability to interact confidently with staff, senior visitors, and external providers.

Problem-Solving:

Responds quickly and effectively to last-minute changes, travel disruptions, or emergencies, demonstrating flexibility to resolve issues outside standard working hours

Attention to Detail:

Maintains accuracy in managing international travel bookings, contracts, and visa documentation. Ensures financial records and data entries are error-free to prevent disruptions and ensure compliance.

Customer Service Focus: Demonstrates a proactive and responsive approach to supporting staff and stakeholders, with a strong commitment to service excellence.

Process and Policy Adherence:

Understands the importance of following organisational policies and procedures and contributes to their continuous improvement.

Relationship Management:

Able to build and maintain productive relationships with travel providers, accommodation partners, and key internal stakeholders.

Technologically Confident: Comfortable using travel booking systems, Microsoft Office (especially Excel and Outlook), and able to quickly learn new tools and platforms.

Team-Oriented: Works collaboratively within a team environment and contributes to a positive team culture.

Adaptability: Responds positively to change and remains calm and effective in dynamic or high-pressure situations.

Cultural Awareness: Understands and respects cultural differences, particularly when arranging travel and hosting international visitors

Qualifications and Experience**Essential:**

- Relevant tertiary qualification in business administration, tourism, hospitality, or a related field; or equivalent professional experience.
- Experience coordinating domestic and/or international travel bookings in a professional or institutional setting.
- Proven experience managing logistics, bookings, or events involving multiple stakeholders and external providers.
- Demonstrated ability to apply and maintain organisational policies and procedures.

Desirable:

- Knowledge of travel safety and risk management protocols, such as International SOS or similar services.
- Experience working in an educational institution or in support of international staff and visitors.
- Familiarity with travel management systems and supplier relationship management

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Wintec | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Internal: Academic Staff, Administration Staff, Advisors/Consultants, Dean of Faculty, Department Managers, Directors, Centre Directors (Heads of School), Team Managers, Team Leaders, Coordinators

External: Business / Industry / Community, Consultants, Government agencies, Students.

Resource delegations and responsibilities:

Financial: None

People: None