

WCMC



**Travel Administrator and Receptionist - Part Time
Facilities Team
Application Pack**



ABOUT WCMC

WCMC (World Conservation Monitoring Centre) is a global centre of excellence on biodiversity and nature's contribution to society and the economy.

We work at the interface of science, policy, and practice to tackle the global crisis facing nature and support the transition to a sustainable future for people and the planet.

Our cutting-edge science, data and insights inform policy and business decisions worldwide.

Achieving the vision of a world living in harmony with nature by 2050 will require transformative and systemic change across all sectors. We bring together and support governments, businesses, research bodies, and more to put nature at the heart of decision-making.

"We are entering a make or break decade for nature with WCMC set to play a pivotal role in ensuring humanity finally begins to reverse the catastrophic loss of biodiversity globally."

Jonny Hughes, CEO of WCMC



Thank you for your interest in the role of Travel Administrator and Receptionist within the Facilities Team at UNEP-WCMC

We are seeking a Travel Administrator and Receptionist to join us.

This post represents an important contribution to our organisation as the first point of contact and therefore first impression of us, that many people will have.

The role is key to the smooth and efficient running of several key areas of operation within the Centre, including:

- Providing a highly efficient travel support service for staff business travel;
- Being a friendly focal point for initial and general communications within the Centre, including shared responsibility for the reception desk.

ABOUT THE TEAM

Our facilities team are a support function who look after the security, maintenance and services of work facilities, to ensure that they meet the needs of the organisation and its employees. They essentially look after all of the services that helps us as a charity, do our work, including remodelling the workplace for hybrid working.

Travel is part of the facilities team, who also cover reception as part of their duties. This is a small team of three people with a wide range of skills and experience, who look after all things facilities related in the organisation.

Our culture, both in the team, and across the organisation, is to be friendly, supportive and transparent. We have a solution based approach and always try to help. Everyone who works here says that the people who work within the organisation are amazing and talented. In the last 5 years our employee numbers have increased from 103 to 215, and we are still growing. We are a very busy organisation at the leading edge of conservation.



ABOUT THE ROLE

Job Description

Key Areas of Responsibility

Travel Desk:

- To provide a comprehensive and efficient travel and accommodation service for the WCMC and UNEP-WCMC staff within the Centre;
- Liaise with preferred travel service providers with regards to travel requests received;
- Booking of detailed flight itineraries;
- Appropriately manage any amended or cancelled travel bookings;
- Booking of travel for large workshops - for both centre staff and external visitors;
- Assist and advise others in travel desk matters when Centre staff are organising large workshops;
- Liaise with national and overseas hotels;
- Advise staff with regards to visa applications;
- Reconciling of all travel invoices and refunds with accounts;
- Detailed record keeping of staff travel / whereabouts;
- Keeping staff travel profiles updated.

Reception:

- Handle incoming calls and mail etc.;
- Meet and greet visitors;
- Assist with preparation for meetings and workshops held within the Centre;
- Assist and advise with outgoing, mail, etc. (Couriers in absence of Facilities Officer);
- Welcome visitors, ensuring they are dealt with promptly, effectively and in a friendly welcoming manner;
- Advise and assist staff on all reception-based activities;
- Maintain the front of house in a presentable and welcoming condition;
- Daily opening and/or closing of the Centre.

ABOUT THE ROLE

Job Description

General Duties

- Maintain general files and records as appropriate;
- Update the staff travel calendar to show leave, travel etc. on a weekly basis;
- Maintain meeting room Outlook booking system;
- Work in a team with the Facilities and Sustainability Officer supporting various aspects of each other's role when one team member is absent;
- Put up and take down the UNEP flag daily when the office is open.

Other Duties:

- Undertake other duties as appropriate to the grade and relevant to the needs that may be determined from time to time by the line manager.

Person Specification

Qualifications/Education

Essential:

- 3 A Levels or equivalent;
- GCSE in Maths and English at A* – C (or grade 4 or above).

Desirable:

- Degree in relevant subject (e.g. communications or travel).

Experience

Essential:

- Experience in organising complex travel arrangements;
- Experience in a customer facing role, providing excellent customer service;
- Experience of helping other people and building positive working relationships;
- Experience of managing conflicting priorities, while maintaining accuracy and achieving required outcomes.

Desirable:

- Experience of working within Universities and Higher Education, Charity / Not for Profit, NGOs or Scientific Organisations.

Skills

- Ability to take initiative for making improvements;
- Accurate and attentive to detail;
- Strong communication and interpersonal skills;
- Excellent organisational skills and the ability to manage conflicting priorities;
- Good numeracy skills;
- Good IT skills;
- Being self-motivated and proactive;
- Being able to work well individually and as part of a team;
- Have an interest in helping people;
- Well-presented, polite and tactful.
- Can handle complaints in a calm manner;
- Booking meeting rooms and setting up equipment;
- Answering, screening and forwarding phone calls;
- Sorting and distributing post;
- A positive 'can do' approach.

Type of Person Required

A well-presented person with excellent interpersonal skills, able to work individually and as part of a team. This role shares the first point of contact for the Centre and the successful candidate will be highly approachable and professional with a “can-do” attitude.

The post-holder will have a natural interest in helping others and will be able to make visitors and staff members feel at ease. They will be able to coordinate and organise complex and multiple travel arrangements, this role will suit someone highly organised, proactive and responsive that enjoys helping others.

Other:

The post holder will be expected to interact in a professional manner with clients and partners.

This is not a United Nations Post.

OUR OFFER

Job Title: Travel Administrator and Receptionist - Part Time

Team: Facilities Team

Reporting to: Facilities and Sustainability Officer

Job Reference: AD1377

Start date: ASAP

Salary: (25 hours, up to £16,216 – £20,270)/(30 hours, up to £19,459 - £24,324) GBP per annum, depending on skills and experience.

Contract: Part time 25 - 30 hours per week, permanent contract.

Location: The post holder will be expected to reside in the UK.

We have a flexible hybrid working policy in place, for further details, please email recruitment@unep-wcmc.org. We are usually able to offer visa sponsorship to the preferred applicant.

This is not a United Nations Post. This position is with the charity WCMC, working in collaboration with UNEP.

As a minimum we aim to match market rates for the conservation charity sector in Cambridge and invest a lot of effort to benchmark our salaries, ensuring that people are rewarded fairly for their role. To add to this, we offer some great benefits - here are the highlights:

- 12% non-contributory pension after 1-year service (8% after three months)
- Annual cost of living increase and regular salary reviews
- Good opportunities for progression and promotion around a fifth of staff gaining promotion annually
- Flexible hybrid working policy which allows multiple combinations of home, office and remote working, including working from anywhere in the world for up to six weeks
- Life assurance against death in service (4X annual salary)
- Company sick pay which increases with term of service
- Generous annual holiday allowance of 25 days, increasing by one additional day each full calendar year worked up to 30 days
- Scheme to buy or sell annual leave where staff can choose to 'buy' annual leave days or 'sell' unused leave
- Generous maternity leave, shared parental leave and adoption leave policies that cover 18 weeks at 90% pay after a qualifying service period. Also four weeks paid paternity leave and one week paid grandparents leave.
- Unpaid sabbatical scheme which applies after at least 12 months continuous service with the Centre
- Free parking at the Huntingdon Road office
- Eye test costs covered and a contribution of £50 towards prescription glasses if your optician agrees that you need them for VDU use
- Excellent training and development opportunities, designed for every career stage, with five days minimum training annually for every employee. This can be used flexibly for training courses, attending conferences, webinars or workshops, coaching and mentoring, shadowing or practicing skills or reading.
- Cycle to work Scheme which helps spread the cost of purchasing a new bike
- Fantastic shared social space and kitchen facilities with free tea and fresh coffee
- Employee assistance programme and bereavement line to offer help and advice to staff and their families on matters related to wellbeing, finances, relationships, family and more. This includes a number of free counselling sessions if they are needed.
- Brilliant Social committee which organises regular fun events and social gatherings
- Caring Staff Liaison Committee that listens and makes recommendations on continuously improving the working experience for staff
- Focus on environmental sustainability kept in check by our Environment Committee
- Free annual flu vaccine
- Interest free study loans (subject to conditions)
- A diverse and inclusive workplace with over 40 nationalities represented on the staff
- A diverse and inclusive workplace with over 40 nationalities represented on the staff

Training

Our aim is to do our best for every person who works for us, so that they build their skills and knowledge over their career with us, and when they leave (some never do!) they are better placed to move onto the next stage of their career.

We have a comprehensive induction programme that spans the first 6 months including what's critical in the first week, first month, and then monthly afterwards.

- We encourage everyone to use 5 days for their own personal development each year
- Standard training course which include: Management Development; Coaching culture; Resilience; Negotiation; Pitching and closing a deal.
- We also design our training and performance development reviews and organise bespoke training courses that meet the skill gaps in the organisation and fulfil the training needs of the people within it.
- Peer-to-Peer learning from our community of experts, taking advantage of the breadth and depth of knowledge and experience across the organisation.
- Internal and external invited speakers, workshops and talks that anyone can join or initiate.

UNEP-WCMC strategy

UNEP-WCMC delivers its strategy through four independent impact areas which are complemented by three cross cutting innovation areas.





The people

We have around 200 amazing people who make up our organisation. We are a really friendly bunch of professionals and do not think a single person has ever left the organisation without saying that it is the people that make the organisation fantastic and how much they will miss them when they leave. We truly do have world class scientists and professionals!



The culture

Our culture is very supportive. There are lots of ups and downs in life, and we want to support our people through the difficult patches, so they can flourish again. We have a free employee assistance line that is available to all employees and their families and offers 6 remote counselling sessions and other advice services.

We have redesigned our kitchen and library to make a fantastic social space where you can have a quiet chat or a loud lunch with your colleagues! We have lots of outdoor space including a wildlife pond, which is a popular area for outdoor meetings and relaxation. We also have tea every Wednesday afternoon, with locally homemade cakes and catch up with everyone and everything that is going on in the Centre.

We are affiliated with Cambridge University, and have rooms in the David Attenborough Building that we can use when we wish. UNEP-WCMC is also a member of the Cambridge Conservation Initiative and we often collaborate with our CCI colleagues in our work.

WCMC attaches great importance to addressing safeguarding and ethical considerations in all activities carried out by its staff, including where partner organisations or individuals are part of the delivery of our work. This includes children and vulnerable adults in the community who may be vulnerable to abuse. WCMC acts with integrity, is transparent and expects applicants to share the same values.



Diversity

We really take our diversity seriously, as we operate globally and need to have the people perspectives within the organisation, to fully understand our clients and partners that we work with. Our aim following the introduction of the points based immigration system was to increase our diversity not only in our range of nationalities, but in all protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex).

We have a sponsorship licence and always take the best candidate for the role from a whole range of applicants and offer sponsorship to those that require it. We have people that have worked for us for more than 30 years, and our fantastic internships often attract the best and brightest graduates.

HOW TO APPLY

If you are looking for a rewarding and motivating post, we want to hear from you.

Please complete our [application form](#) and send it together with your [2 page CV](#) and a [short covering letter](#) through this [link](#).

We screen candidates based on skills and experience and not their personal details. **Please do not include a photograph on your CV, and note that any applications which include a photograph may be automatically rejected.**

Closing date: 21st November 2022



WCMC

LEARN MORE ABOUT OUR WORK IN COLLABORATION WITH UNEP:



@unepwcmc



@unepwcmc



UNEP-WCMC

www.unep-wcmc.org