Pacific Disability Forum

Position Description

Vacancy Title: Travel & Logistics Officer
Location:
Reports To: None

Objective

The Travel & Logistics Officer is responsible for coordinating travel, accommodation, transportation and event logistics for Pacific Disability Forum staff, consultants, members and participants. The role ensures all travel and logistical arrangements are delivered efficiently, cost-effectively and in accordance with approved policies, budgets and accessibility requirements. The position supports safe, timely and inclusive participation in organisational activities through proactive planning, supplier coordination and responsive problem solving. Reporting to Senior Manager Finance & Corporate Services.

Outcomes

Organisational Stakeholders

1. Travel Coordination and Accessibility Support

- Review travel requests against approved itineraries, budgets and authorisations.
- Coordinate flights, accommodation, airport transfers, transport and related travel services.
- Confirm accessibility and reasonable accommodation requirements with travellers and service providers.
- Ensure travel itineraries, visas, entry requirements, insurance and supporting documentation are complete and communicated in a timely manner.
- Monitor booking confirmations and travel schedules to ensure travel readiness.
- Provide travellers with accurate travel information and required documentation before departure.

2. Event Logistics and Participant Support

- Coordinate venue, accommodation, transport and event logistics arrangements for organisational activities.
- Liaise with programme teams to determine event requirements and delivery schedules.
- Ensure accessibility requirements are incorporated into all travel and event arrangements.
- Coordinate participant movements and transportation schedules before and during activities.
- Maintain event logistics plans and update arrangements in response to changing requirements.
- Support the provision of accessible participation and inclusion measures for all attendees.

3. Travel Expenditure and Supplier Management

- Obtain and evaluate travel quotations based on cost, accessibility, service quality and operational requirements.
- Coordinate travel bookings, amendments and cancellations within delegated authority levels.
- Ensure procurement and travel arrangements comply with organisational policies and procedures.
- Verify invoices, booking confirmations and supporting documentation before submission for payment.
- Maintain professional relationships with suppliers, travel agents and service providers.
- Monitor supplier performance and report service issues or contractual concerns.

4. Travel disruptions and logistical risks are managed proactively to minimise impact on organisational activities.

- Monitor travel disruptions, safety alerts and supplier service issues.
- Communicate changes and emerging risks promptly to affected travellers and stakeholders.
- Arrange alternative travel or logistics solutions within approved authority and budget limits.
- Escalate significant operational, financial or safety risks to the reporting manager.
- Maintain traveller emergency contact information and escalation procedures.
- Support organisational duty-of-care obligations relating to traveller welfare and safety.

5. Travel records, logistics systems and support resources remain accurate, current and reliable.

- Maintain travel registers, supplier databases, booking records and correspondence.
- Monitor outstanding refunds, credits, cancellations and booking amendments through to resolution.
- Maintain secure storage of travel documentation and traveller information.
- Prepare travel reports and logistical summaries as required.
- Coordinate workloads and schedules for the Travel & Logistics Assistant and assigned drivers.
- Contribute to continuous improvement of travel and logistics procedures and practices.

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.

Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.

People

Problem Solving	Develop practical solutions to a situation.
Self-Management	Manage your priorities and objectives efficiently and effectively

Professional

Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes

Preferred

Diploma	Hospitality and Tourism, Business Studies/ Administation or Management	

Work Knowledge and Experience

Minimum three (3) years' experience coordinating travel, accommodation, logistics or event arrangements.

Experience managing multiple bookings, schedules and supplier relationships simultaneously.

Experience supporting workshops, conferences, meetings or regional events.

Required Knowledge -Pacific regional travel arrangements and transport networks. -Airline booking procedures and ticketing conditions. -Visa, passport and entry documentation requirements. -Accessible transport, accommodation and reasonable accommodation practices. -Procurement and financial documentation procedures. -Travel advances, acquittals and reconciliation processes. -Event logistics planning and coordination.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All Staff, Consultants and Event Participants	
External		
	Travel Agencies	
	Airlines and Aviation Service Providers	
	Hotels and Accommodation Providers	
	Ground Transport Operators	
	Venue and Conference Providers	
	Visa Processing Services and Event Suppliers	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Flexible / Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions
Imaginative	Generates ideas and images, showing creativity.

Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 29 Nov 2026