

ROLE PROFILE: Office Coordinator

What the role is accountable for
The Office Administrator and Travel Co-ordinator is responsible for the efficient coordination of day-to-day office administration and providing effective management of employee end-to-end business travel support - responsible for coordinating domestic and international travel arrangements, maintaining accurate travel and administrative records, supporting office operations, managing suppliers and service providers, and ensuring that travel and office-related activities are completed in accordance with organisational policies, budgets and approval requirements.
Role reporting
Role will be reporting into Manager
A typical day may include (ideally no more than 10 – 12 characteristics)
A. Travel Administration and Coordination - Coordinate end-to-end domestic and international business travel arrangements for employees. - Arrange flights, accommodation, car hire, airport transfers and other approved travel requirements. - Obtain quotations and identify appropriate travel options in line with business requirements and travel policies. - Ensure the necessary travel approvals are obtained before bookings are confirmed. - Prepare and communicate travel itineraries and booking confirmations to travellers. - Coordinate changes, cancellations and amendments to travel bookings. - Liaise with travel management companies, airlines, accommodation providers and other travel-related service providers. - Assist travellers with travel documentation requirements, including visa administration and supporting documentation where applicable. - Maintain accurate travel records, booking information and supporting documentation. - Monitor travel expenditure and support reconciliation of travel-related invoices, statements and expenses. - Assist with resolving travel-related queries, booking discrepancies and supplier issues. - Support the administration of group travel, conferences and business events where required. - Maintain confidentiality when handling employee and travel-related information. - Promote compliance with the organisation's travel policies, approval processes and cost-control measures. B. Office Administration - Coordinate the day-to-day administrative requirements of the office. - Maintain organised electronic and physical filing and record-keeping systems. - Manage office supplies, consumables and stationery, including monitoring stock levels and coordinating replenishment. - Manage relationships with relevant office suppliers and vendors. - Support the processing and administration of supplier invoices and purchase documentation. - Maintain relevant administrative registers, trackers and documentation. - Support general correspondence, document preparation, data capturing and administrative reporting. - Assist with meeting, workshop and event logistics as required. - Coordinate courier, delivery and other office-related services. - Ensure communal and administrative areas are appropriately maintained and operational. C. Supplier and Cost Administration - Request and compare quotations from travel and office service providers. - Ensure expenditure is supported by the appropriate approvals and documentation. - Maintain accurate supplier and expenditure records. - Assist with invoice verification and resolution of discrepancies. - Follow up with relevant stakeholders regarding outstanding invoices, documentation and approvals.

- Support cost-conscious purchasing and travel decisions while maintaining appropriate service standards.

D. Stakeholder Support

- Provide professional administrative support to employees and management.
- Respond promptly to travel and office administration queries.
- Build effective working relationships with internal stakeholders, suppliers and service providers.
- Coordinate across Finance, Procurement, and other functions where necessary.
- Provide clear communication regarding booking arrangements, administrative requirements and changes.
- Escalate significant travel, supplier or office issues to the appropriate stakeholder.

E. Governance, Records and Compliance

- Ensure travel bookings and office expenditure comply with applicable organisational policies and approval requirements.
- Maintain accurate and complete documentation for audit and record-keeping purposes.
- Protect confidential employee, supplier and organisational information.
- Support internal audit or compliance requirements by providing relevant administrative documentation.
- Identify administrative process gaps and recommend improvements.
- Maintain structured records to enable accurate reporting and effective retrieval of information.

4. Key Deliverables / Measures of Success

Performance could be measured against:

- Accuracy and timeliness of travel bookings.
- Compliance with travel policies and approval requirements.
- Accuracy of travel and administrative records.
- Effective resolution of traveller queries and booking issues.
- Timely processing and reconciliation of travel and office-related documentation.
- Availability of office supplies and essential services.
- Effective supplier and service-provider coordination.
- Cost awareness and avoidance of unnecessary travel or administrative expenditure.
- Stakeholder satisfaction.
- Accuracy and completeness of documentation for audit purposes.

Qualifications we look for

Essential Qualifications:

- Matric

Preferred Qualifications:

- Relevant certificate or diploma in Office Administration, Business Administration
- Travel and Tourism, Hospitality or a related field would be advantageous.

Experience we look for

Function related experience:

- 2 - 4 years' experience in office administration, travel administration, executive support or a related administrative role.
- Experience coordinating domestic and/or international business travel.
- Experience dealing with suppliers, invoices, quotations and administrative records.
- Experience working with travel agencies or travel management service providers.

Other experience:

- Outstanding communication and interpersonal abilities

- Excellent organizational and leadership skills
- Familiarity with office management procedures and basic accounting principles
- Excellent knowledge of MS Office and office management software (ERP etc.)

Systems

- Travel booking and management systems
- MS Office suite
- Experience in utilisation of CRM and ERP type systems would be advantageous

How the role raises the bar

Technical / Functional Skills	Behavioural Competencies
- Office administration and coordination. - Business travel administration. - Travel booking and itinerary coordination. - Supplier and vendor administration. - Invoice and expense administration. - Record keeping and document management. - Intermediate Microsoft Office skills, particularly Outlook, Word and Excel. - Diary, meeting and event coordination. - Basic reporting and data management. - Understanding of administrative controls and approval processes.	- Planning and organising: Able to coordinate multiple bookings, requests and administrative priorities. - Attention to detail: Ensures booking information, traveller details, invoices and documentation are accurate. - Customer service orientation: Provides responsive and professional support to travellers and stakeholders. - Problem solving: Responds effectively to booking disruptions, administrative issues and changing requirements. - Communication: Communicates arrangements and requirements clearly with employees and suppliers. - Relationship management: Maintains productive relationships with internal stakeholders and external service providers. - Confidentiality and discretion: Handles employee and business information appropriately. - Adaptability: Remains effective when priorities, travel arrangements or schedules change at short notice. - Accountability: Takes ownership of requests through to completion. - Cost consciousness: Balances service requirements with responsible expenditure.