**JOB DESCRIPTION**

**Date revised: 26 October 2021**

**Establishment/Unit: British Forces Brunei (BFB)**

**Branch/Department: Movement Control Centre (MCC)**

**Location: Medicina Lines, Seria**

**Post Title: MCC Air Booking Clerk**

**Operator Grade:**  **Clerk Band 4**

**First Reporting Officer: MCC Senior Non-Commissioned Officer (SNCO)**

**Second Reporting Officer: Senior Movement Controller (Far East) (SMC (FE))**

**Mandatory background checks: Security vetting and two references from suitably qualified referees.**

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British Forces Brunei (BFB) is fully committed to the promotion of equality throughout its operation and takes very seriously its responsibilities to protect and safeguard. It is our expectation that all staff and volunteers share this commitment. The successful candidates will be required to undertake security vetting for all the countries they have resided in over the previous 5-year period. All required references will be followed up on.

1. **GENERAL:**

The role of the Brunei Movement Control Centre (MCC) is to deploy and recover personnel and equipment to and from any location in the world by the most efficient and cost-effective means. The role of the air booking clerk is to book air travel, provide support and advice on flight procedures to all members of the British Forces Brunei (BFB) community and visiting units as required and cover the senior air booking clerk`s role during absence or leave periods.

1. **MAIN DUTIES:**

1) Check and process all British Forces Brunei BWN to LHR travel applications.

2) Checking and processing all travel applications for individual and families assigned to the UK.

3) Flight scheduling as required, including last minute amendments to existing bookings.

4) Checking and processing all applications for Jungle Warfare Division Brunei exercises.

5) Liaison with Royal Brunei Airline Brunei staff regarding MOD personnel and family assignment bookings, visitors, exercises and school children visits bookings.

6) Provide advice and support to all Garrison units regarding routine air movement.

7) Maintain and operate the RBA AMADEUS Altea Reservation system.

8) Production and distribution of flight confirmations/ tickets.

9) Maintain booking records for audit purposes.

10) Understand and maintain confidentiality of personal information including their travel plans.

11) Understand the BFB, MoD travel policy and BFB & RBA memorandum of understanding.

1. **SECONDARY DUTIES:**

1) Process Freight Import and Export Clearances.

2) Check and process all BFB applications for freight Imports against Load Lists, Air Waybills and Bills of Lading to prevent rejection by the Bruneian Ministry.

3) Order stationery for the MCC.

4) Check and process all BFB applications for freight Exports against Load Lists, Air Waybills and Bills of Lading to prevent rejection by the Bruneian Ministry.

5) Liaise with the LEC at the British High Commission (BHC) as required, including email traffic and telephone calls (LEC Level Only).

6) Monitor all import & export of unaccompanied baggage via Agility online system & maintaining the database of information.

7) Ensure that invoices received pertaining to import and exports are verified and presented to the SMC (FE) without delay.

8) Apply for police and Ministry of Health clearances for import and export freight where applicable.

1. **OTHER DUTIES:**

1) Provision of highly effective travel solutions to high priority activity.

2) Provide advice and assistance to the MCC Customer base as required.

3) Provision air desk continuity during leave and other absences.

4) Ad hoc tasks as directed by the SMC (FE).

1. **DRIVING OF DUTY VEHICLES**
2. The **Job Holder** is not required to drive duty vehicles.
3. The **Job Holder** is not required to operate Manual Handling Equipment (MHE) and hold the necessary qualifications.
4. **SHIFT WORK/ROTATING SHIFT WORK**

Regular shift work or rotating shift work is not a feature of this post.

**7. WEEKEND WORK AND/OR PUBLIC HOLIDAYS**

Regular work on any day of the week and/or Public Holidays is not a feature of this post. However, may be requested on occasion.

**8. ON-CALL DUTIES**

This post does not require On-call duties to be carried out.

**9. MEDICAL**

A medical examination is required for this post and a medical certificate needs to be shared prior to the commencement of any employment. Also, medical examinations may be required in accordance with Health and Safety and Fit to Work provisions or other relevant BFB policies.

**10. REQUIRED PROFESSIONAL QUALIFICATIONS/EXPERIENCE**

a. **Essential:**

* Minimum 2 years’ experience in an administrative role.
* Minimum 5 GCSE (A-C) or equivalent including Maths and English.
* Good communication skills both oral and written in English, include the ability to communicate effectively with a variety of agencies in Brunei and the United Kingdom.
* IT, Microsoft Word / Excel Competent.
* Ability to work well as part of a team and maintain a high standard of professional conduct.
* Ability to maintain confidentiality and data protection.
* Willingness to learn and undertake training.
* Ability to work under pressure with changing priorities and uncertainty.
1. **Desirable:**
* Customer Care and Communications training.
* Experience in a Travel & Logistics environment.
* Experience in Customer Services.
* Malay speaking.

**11.** **COMPETENCIES**

* Working Together
* Communicating and Influencing.
* Managing Customers and External agencies.
* Planning and managing resources to deliver business results.

**12. HEALTH AND SAFETY AT WORK**

The wearing of Personal Protective Equipment (PPE) is not compulsory for this post.

**13. REDEPLOYMENT WITHIN THE GARRISON**

The Job Holder may be redeployed to any unit/department within the Garrison.

**14. CONFIDENTIALITY AGREEMENT**

All successful candidates will be required to sign the LEC Security Declaration upon engagement.

**15. TRAVEL EXPENSES**

The Job Holder is not entitled to payments for miles driven to and from place of work to residence. If the employee is required to perform his/her duties outside the area he/she will be entitled to travel claims in accordance with the Regulations for Locally Employed Civilians once prior approval has been granted.

**16. ORGANISATION**

The Job Holder’sposition in the organisation is shown below but may change due to reorganisation or a redeployment and addition to staff. A change of the organisational chart upon a reorganisation, a redeployment or addition to staff will not require a notice to change of employment contract. The Job Holder will be given a new organisation chart upon the change.

**ORGANISATIONAL STRUCTURE**

**Hours of Work: 40 hours per week** (Mon – Fri 0830hrs- 1630hrs)