



PROFESSIONAL VACANCY ANNOUNCEMENT

N. 1 Travel Office Assistant

Reference Code: Ref. n. 24/V/2025

Date of publication: 25/11/2025

Deadline for application: 23/12/2025

Position: Travel Office Assistant

Job Type: Consultant (non-permanent contract)

Duty station: CIHEAM Bari (Valenzano, BA, Italy)

Duration of assignment: Full-time, 12-month contract (renewable based on performance)

Starting period: CIHEAM Bari reserves the right to proceed with the candidate's appointment to the position only once the administrative and financial procedure for the allocation of the funds have been completed.

BACKGROUND

CIHEAM - Mediterranean Agronomic Institute of Bari (CIHEAM Bari) is an intergovernmental organisation engaged in higher education, vocational training, research and cooperation. CIHEAM Bari's mission is to implement cooperation and development projects with Countries and actors of several Region (Mediterranean context, Western Balkan, West and East Africa, Middle East, Southeast Asia).

CIHEAM Bari intends to recruit a Travel Office Assistant who will support the planning, organization, and management of official missions and travel arrangements for staff, consultants, and visiting delegations. The selected candidate will ensure the smooth and efficient functioning of the Travel Office in compliance with CIHEAM Bari's rules and procedures.

TERMS OF REFERENCE

Duty station: CIHEAM Bari

Contract and Remuneration: salary, benefits and other conditions are offered under the CIHEAM Bari rules and regulations will be determined based on professional seniority, specific professional qualification and level of competence, considering the responsibilities and specific tasks that the successful candidate will be required to perform.

Duration of the assignment: initial contract of 12 months – including a *six-months probationary period* – with the possibility of extension, based on the availability of funds and satisfactory performance.

Expected starting period: once the administrative and financial procedure for the allocation of the funds have been completed, work contract and related documents duly signed, insurance activated. Applicants are fully aware that the length of the period going from the appointment of successful candidate to the assumption of functions may vary according to several variables, not depending on CIHEAM Bari.

Line Manager: Travel Manager of CIHEAM Bari

KEY FUNCTIONS

Under the supervision of the Travel Manager, the Travel Office Assistant will perform the following duties:

- Manage travel requests and arrangements for CIHEAM Bari staff, consultants, and official visitors;
- Coordinate with travel agencies, transport providers, and accommodation facilities to ensure cost-effective and compliant travel services;
- Prepare travel authorizations, itineraries, and related documentation in accordance with CIHEAM Bari procedures;
- Support visa applications and entry formalities for missions abroad;
- Process travel expense claims, reconcile invoices, and maintain accurate financial and logistical records;
- Maintain updated travel data and statistics for reporting purposes;
- Provide administrative and logistical support to institutional events and official delegations;
- Ensure effective communication and coordination with internal units and external partners regarding travel logistics.

1. QUALIFICATIONS AND SKILLS REQUIRED

1.1 Essential requirements

Candidates will be considered eligible for selection based on the following essential requirements, to be fulfilled by the deadline for applications:

- Bachelor's degree in administration, Tourism Management, International Relations, or related fields;
- Minimum 3 years of professional experience in travel management, logistics, or administrative support roles, preferably within international or intergovernmental organizations;
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint);

1.2 Languages

- Italian (Mother Tongue: mandatory)
- English (B2 level required: mandatory)
- French (B1 level required: mandatory)

1.3 Personal skills and capacities

- Strong organizational and multitasking skills: demonstrated ability to manage multiple tasks effectively, prioritize assignments, and meet deadlines efficiently.
- Accuracy and attention to detail: ensures precision in preparing documents, processing travel requests, and maintaining administrative records.
- Dedication to work and patience in managing tasks and interactions: displays commitment, perseverance, and calmness in handling complex situations or demanding workloads.
- Excellent interpersonal skills and ability to maintain effective communication with colleagues, partners, and the public: capable of fostering positive and professional relationships with diverse stakeholders, ensuring clarity and courtesy in communication.
- Predisposition to human contact and a collaborative attitude in multicultural and dynamic environments: enjoys teamwork and demonstrates openness and empathy when interacting with people from different cultural backgrounds.
- Strong sense of responsibility and service-oriented approach: acts with reliability and professionalism, ensuring high-quality support and customer-oriented service.
- Curiosity and predisposition to research and continuous learning: shows interest in exploring new procedures, tools, and information to improve efficiency and personal performance.
- Ability to manage confidential information with discretion: handles sensitive data and official documents with integrity, ensuring confidentiality at all times.
- Problem-solving attitude and initiative: anticipates needs, identifies potential issues, and proposes practical and timely solutions.
- Flexibility and adaptability to changing priorities: responds effectively to evolving organizational demands and adjusts to shifting schedules or priorities.
- Proven ability to work under pressure and meet deadlines: maintains accuracy, focus, and composure even in demanding or time-sensitive situations.

1.4 Preferred requirements

- Previous experience in travel and logistics coordination within international organizations;
- Knowledge of travel management systems;
- Good geographical knowledge, particularly of international travel routes and destinations;
- Knowledge of airline booking and reservation software (e.g., Amadeus, or similar);
- Familiarity with international travel regulations, visas, and logistics procedures.

2. APPLICATION PROCEDURE

All interested applicants shall submit the application, duly dated, and signed, in pdf format, to the following email address: cv@iamb.it

The application deadline is **23/12/2025**.

Applicants are requested to specify the following reference code in the email subject: **"Ref. n. 24/V/2025 "Application for Travel Office Assistant"**.

Applications without the above reference will be excluded from the selection.

The application shall include:

- Motivation letter in English (maximum 1 page, A4, Times New Roman, 12), duly signed.
- Curriculum vitae in English (Euro pass format) duly signed, including the contact details of at least two referees with whom the applicant has had previous professional experience, for the purpose of reference checking.
- Copy of valid passport.
- Statement *"Information about collecting, storing and processing Personal Data"*, duly signed for approval. Qualified female applicants are encouraged to apply for this position as CIHEAM Bari aims to ensure an inclusive working environment and is committed to achieving a gender-balanced staff.

Applicants shall also provide a working telephone number and a valid e-mail address for communication purposes and shall timely inform CIHEAM Bari on any relevant changes after submitting their application.

Please note that only complete applications received within the deadline will be accepted and considered. Before submitting their application, candidates shall assess whether they fulfil all the essential requirements specified in this vacancy notice. Start and end dates of all previous jobs and indication of whether they were full- or part-time shall be clearly stated in the curriculum vitae. Details of any professional experience, training, research or studies must be provided in the CV. With reference to the "Qualifications and Skills Required" section (2.2 Languages), it is highly recommended to specify the language proficiency level according to the Common European Framework of Reference for Languages (CEFR). Upon request, candidates must provide supporting documentation clearly reporting the duration and nature of those experiences.

3. EXCLUSION FROM SELECTION PROCEDURES

Applications will not be considered if:

- they do not meet any of the essential eligibility requirements;
- they are received after the deadline reported in this announcement;
- the submitted documents are not duly signed;
- they are missing the necessary documents as required by the application procedure.

4. EVALUATION OF APPLICATIONS

Once the terms of validity of the notice have elapsed, CIHEAM Bari assesses the applications' eligibility regarding the presence of the essential requirements and the absence of causes for exclusion. Subsequently, CIHEAM Bari appoints a Commission, which meets the requirements for autonomy and impartiality. The Commission assesses the merits of applications by assigning a maximum overall score of 100 points according to the following criteria:

4.1 Qualifications (Max 40 points)

Assessment of education, professional experience and skills, as well as compliance with essential and preferential requirements as indicated in the documentation submitted by the candidate will be conducted according to the following parameters:

- Education – up to 10 points.
- Language skills – up to 10 points.
- Assessment of professional experience – up to 20 points.

4.2 Interview (Max 60 points)

Only candidates scoring at least 30 points under essential and preferred requirements will be shortlisted and invited for an interview. The interview will be held remotely through video conferencing platforms, such as Skype or Zoom, and conducted in the languages indicated in the application call. It shall assess the applicant's knowledge and experience, ability to carry out the above tasks, the required language skills, and other necessary abilities to determine whether the candidate's profile aligns with the present position. The interview notice will be sent by email to the address indicated by the candidate at the time of application. Applicants shall not be entitled to reimbursement of any costs incurred within the interview process. CIHEAM Bari will assess the candidate according to its rules and Regulations. Such assessment will be based on *intuitus personae* since these assignments fall within intellectual work performance. The assignment will be formalised in accordance with CIHEAM Bari regulations after approval of the CV of the eligible candidate by the CIHEAM Bari Director. An initial three-month probationary period will be granted, after which the appointment may be confirmed or withdrawn.

5. RESULTS OF THE SELECTION

The successful candidate is the applicant with the highest score in the total ranking and will be informed accordingly. In the event of withdrawal by the successful candidate or early termination of the contract, the office reserves the right to appoint another candidate from the ranking list – depending on financial resources availability. **In the event of equal scores, the youngest candidate will be preferred.**

Please note that, **if selected**, the successful candidate shall provide the following documents:

- Scanned copy of a valid passport (at least 6 months).
- Registration in the CIHEAM Bari CV Roster of Experts (<https://cviamb.iamb.it>) Candidates should comply with the above points to avoid exclusion from the ranking list.

Due to essential service reasons, the successful candidate must take up service within one month from selection. In case availability is not granted, CIHEAM Bari reserves the right to appoint another candidate from the ranking list.

6. REMUNERATION

Remuneration and allowances are subject to CIHEAM Bari rules and regulations; in particular, salary will be set based on professional seniority, specific professional qualification and level of competence concerning the responsibilities and specific tasks the successful candidate will be required to perform. Additional benefits are also subject to CIHEAM Bari rules and regulations and may be evaluated case by case.

As international intergovernmental organization, CIHEAM Bari cannot act as withholding agent. Consequently, a gross remuneration will be paid to the selected consultant in Euros including charges, social security and any additional tax charges. CIHEAM Bari will evaluate and negotiate the costs associated with annual round-trip flights, accident/death insurance, and residence permit/long-term visa applications (where applicable, and subject to the host country's regulations and any relevant cooperation agreements).

Permanent and non-permanent staff are expected to adhere to the code of ethics and conduct of CIHEAM Bari that reflects the commitments to the Organization's core values.

7. PERSONAL DATA PROCESSING

Applicants are aware that submitting their application implies consensus to process and manage their personal data (including sensitive data). This data will be managed exclusively by CIHEAM Bari staff, who oversee storing and using the application file. CIHEAM Bari is committed to managing personal data in compliance with privacy obligations issued last 5 July 2019 (*"Information Security and Personal Data Protection Policy"*), based on EU Regulation 679/2016 – *"General Data Protection Regulation"* including subsequent amendments.

8. FINAL PROVISIONS

CIHEAM Bari reserves the right to proceed with the candidate appointment to the position only after the administrative and financial procedure for the allocation of the project funding has been completed and following clearances and no objections received from the competent authorities/institutions. CIHEAM Bari may not go through the assignment procedure also for discretionary reasons. The position is not a permanent job within the CIHEAM Bari or the project itself and is subject to periodical monitoring.