



## Job Description

Job Title:	<b>Technical Support Coordinator – Claims and Modelling</b>
Employee:	**
Date prepared:	October 2020
Reporting to:	Technical Support Manager
Immediate staff responsibilities:	None

### Overall Purpose of Job

To enable delivery of ITOPF's key technical services, primarily through provision of technical support within the Technical Team, including claims work and modelling. This requires occasional out-of-hours support, particularly during incidents, and occasional planned travel.

### Person Profile

*Note that all the criteria below are essential unless stated otherwise (D= desirable)*

#### Knowledge & Skills

- a) Good verbal communication skills. Good written skills in the English language.
- b) An interest and understanding of the technical subjects relevant to ITOPF and an ability to analyse and present technical data clearly.
- c) An ability to deliver advice and recommendations on claims with government personnel, contractors, and other parties.
- d) An ability to deliver to deadlines.
- e) Reliability and consistency in work quality and assigned responsibilities.
- f) Highly numerate. Computer literate and familiar with a range of software packages – particularly databases spreadsheets.
- g) An understanding and experience of the broader aspects of the shipping, insurance, compensation and pollution response industry and environment in which ITOPF operates.
- h) An understanding of the standards and principles that govern ITOPF.
- i) *Fluency in more than one language. (D)*

### Experience & Qualifications

- a) A degree in a relevant scientific, engineering or related discipline.
- b) Experience of working in an office environment as part of a dynamic team.
- c) *Full UK/European driving licence (D)*

### Personal Qualities

- a) Well organised, methodical with attention to detail. Able to work quickly and accurately under pressure.
- b) An ability to focus on the task in hand while undertaking detailed analytical work, sometimes for extended period, for example, in the long-term assessment of complex claims.
- c) Able to think through problems associated with the role and suggest solutions.
- d) Possess a willingness to work out of office hours when required and to undertake some travel.
- e) Confident, with a professional, diplomatic, respectful and patient manner.
- f) Good interpersonal and teamwork skills. A team-player.

## Principal Responsibilities

### **1) Technical Support - Assessment of Claims**

- a) Assist with the monitoring and collection of data for claims handling in conjunction with technical colleagues in the office and occasionally on site. Liaise with surveyors, correspondents, claimants etc. as necessary.
- b) Evaluate and assess claims arising from incidents with the assistance and guidance of technical colleagues, as appropriate, including the assessment of claims arising from spills not attended on-site. Work with the Senior Technical Support Coordinator as required.
- c) Prepare letters and reports to accompany claim assessments. As agreed with senior colleagues, liaise with insurers and the IOPC Fund etc. to progress claims assessments.
- d) Develop an awareness of the criteria necessary for the assessment of claims and other technical support work, including reasonable and cost-effective response strategies. Assist in making these criteria available to, and accessible by, the wider Technical Team.

- e) Collate assessed rates for incidents attended and upload these to the Incidents Database. Liaise with the Senior Technical Support Coordinator and Information and Communications Team as required.

## **2) Technical Support – Modelling and Monitoring**

- a) Provide support to the Technical Team on a variety of IT based systems for the modelling and monitoring functions, both during pollution incidents and for wider project work.
- b) Liaise regularly with the wider Technical Team to ensure colleagues are fully aware of, and have access to, the optimum solutions for modelling and monitoring.
- c) Work with the Mapping, Modelling and Monitoring group to develop internal protocols and guidelines for these functions. Hold training sessions with the Technical Team, particularly as part of new staff intake training and when new software is developed or purchased.
- d) Maintain an expertise in computer-based oil and chemical trajectory and weathering models and be fully aware of the data sources available and required for such models. Liaise regularly with professionals and experts in this field globally to ensure ITOPF maintains an understanding of the latest technology and is able to commission model outputs as required.
- e) Have a full understanding of the advantages and limitations of satellite based spill detection. As part of the Mapping, Modelling and Monitoring group assist with satellite imagery purchase, processing and interpretation.
- f) Have a full understanding of providers of UAV services and the capabilities and limitations of UAV use. Through regular liaison, ensure ITOPF is able to mobilise this service to a pollution incident globally.
- g) Act as a back-up to the Information Data Analyst to provide mapping services to the Technical Team out of hours as part of the Mapping, Modelling and Monitoring group.
- h) As part of the Technical Team, assist the Information and Communication Team in the technical aspects of publications, films, animations and other material.

## **3) Technical Support – general**

- a) Act as a contact for weather information during a pollution response. Liaise regularly with weather service providers to ensure ITOPF has effective and efficient access to this information rapidly.

- b) Maintain a knowledge of oil/chemical characteristics and the sources of this information. Contribute to ITOPF's technical reference library on this subject.
- c) Respond to requests for advice on rates, tariffs and terms and conditions for pollution response contractors, government agencies and associated organisations, including the reasonableness of rates for response resources. Liaise with the Senior Technical Support Coordinator as required.
- d) Develop and maintain contacts with government, contractors, co-operative and other providers of response resources, as well as manufacturers and service providers, during and outside spills to obtain information on products, costs, sales and availability. Coordinate visits in conjunction with the wider technical team to appropriate organisations.
- e) Keep abreast of research and development and be up to date with pollution response technology. Ensure colleagues are kept informed as appropriate.
- f) Liaise with aircraft brokers and freight forwarders both during a spill and as a contingency, sometimes out of office hours.
- g) Work with the Information and Communications Team to expand information in the Incidents Database and on the website case-studies pages, including by interrogation of ITOPF's electronic and paper archives. Coordinate with the Information and Communications Team to answer queries on the database as appropriate.
- h) Assist the Information and Communications Team to provide response resource and contact information for the ITOPF country & territory profiles.

## General Requirements

- a) Any additional duties as required from time to time appropriate to the level of post to assist in the efficient running of the company and fulfilment of its strategic objectives.
- b) Always comply with record keeping, data protection and confidentiality of information acquired during the course of employment.
- c) Always consider and take responsibility for the health and safety of self and others, and adhere to health and safety guidance at all times.

- d) Proactively consider your own professional development ensuring your skills and knowledge remain current and engage in ITOPF's systems for development, such as annual reviews, formal and on-the-job learning opportunities.