Job Description

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| Job Title: | **Senior Technical Support Coordinator** |
| Employee: | \*\* |
| Date prepared: | October 2021 |
| 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, to the wider Technical Team, which requires occasional out-of-hours support, particularly during incidents, and occasional planned travel overseas. To support the Technical Support Team Manager, to mentor Technical Support Coordinators to co-ordinate claims work, build relationships with external stakeholders, to lead on projects and to accept responsibility for the delivery of ITOPF’s strategic objectives.

As a senior member of the technical team you may be expected to lead a Functional Group by rotation as requested by the Technical Director or your Line Manager. Terms of Reference for Functional Groups and their leads exist and should be read in conjunction with this job description.

# Person Profile

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

Knowledge & Skills

1. Good verbal communication skills. Good written skills in the English language.
2. A strong interest and understanding of the technical subjects relevant to ITOPF and an ability to analyse and present technical data clearly.
3. An ability to deliver advice and recommendations on claims with government personnel, contractors, and other parties.
4. An ability to deliver to deadlines.
5. Reliability and consistency in work quality and assigned responsibilities.
6. Highly numerate. Fully computer literate and familiar with a range of software packages –

particularly databases and spreadsheets.

1. A detailed understanding and experience of the broader aspects of the shipping, insurance, compensation and pollution response industry and environment in which ITOPF operates.
2. An understanding of the finance/economics of the various stages of the claims process
3. A clear understanding of the standards and principles that govern ITOPF.
4. *Fluency in more than one language. (D)*

Experience & Qualifications

1. A degree in a relevant scientific, engineering or related discipline.
2. Previous extensive experience of claims analysis and the processing of claims from claimant to claim settlement.
3. Proven ability to use initiative, to contribute to the work and ethos of the wider technical team, and to handle complex situations, internally and externally.
4. Proven ability to take direction from others and to take responsibility in the execution of

the work of the Technical Support Team and in achieving ITOPF’s strategic objectives.

1. Experience of working long hours when required.
2. *Full UK or equivalent driving licence (D).*

Personal Qualities

1. Well organised, methodical with attention to detail. Able to work quickly and accurately under pressure.
2. 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.
3. Possess a willingness to work out of office hours when required and to undertake some travel.
4. Confident, with a professional, diplomatic, respectful and patient manner.
5. Good interpersonal and teamwork skills. Possess team leadership qualities.
6. Ability to build effective relationships with external stakeholders, building credibility with senior stakeholders

# Principal Responsibilities

## Technical Support – general

* 1. To support the Technical Support Team Manager and to mentor Technical Support Coordinators in their work.
	2. Assist the wider Technical Team, including to travel occasionally to incidents for claims and other costs related work.
	3. 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.
	4. Oversee the work of colleagues and be an internal source of expertise for colleagues on these subjects.
	5. Provide specialist advice on the capabilities, characteristics, availability and cost of spill response resources to ITOPF colleagues as well as to external sources, sometimes out of office hours. Be a central source of knowledge on these subjects.
	6. Take an active role in developing colleagues, sharing skills, expertise and knowledge to ensure continued development of the team.
	7. Actively support contingency planning, advisory assignments and other project work as required.
	8. Act as the project manager and/or assist with the organisation and delegation of work as required.
	9. Assist the Information and Communication team by providing key information in the technical aspects of publications, videos, animations and other material.

## Technical Support - Coordination and Assessment of Claims

* 1. Work with the Technical Support Manager to ensure that all claims sent to ITOPF are assessed effectively and within the required deadlines. Co-ordinate and allocate claims as required. Ensure that the ITOPF Technical Director and colleagues are kept informed of the progress of all claims work.
	2. Assist with the monitoring and collection of data to assist with claims handling in conjunction with technical colleagues in the office and occasionally on site. Liaise with surveyors, correspondents, claimants etc. as necessary.
	3. Assist with the review of rates and contracts, including during an on-going pollution response, as requested by the IGP&IC and other stakeholders.
	4. 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.
	5. 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. Undertake critical reviews of the reports of colleagues to promote accuracy and consistency in ITOPF’s work.
	6. Provide advice and guidance to Technical team colleagues on the principles that govern ITOPF’s work on claims, including the criteria necessary for the assessment of claims such as reasonable and cost‐effective response strategies. Have a good knowledge of the IOPC Fund’s Claims Manual and associated Guidelines. Assist in making this information available to, and accessible by, the wider Technical Team.
	7. Together with the Information and Communications Team develop and maintain the recording of information of past cases for ITOPF colleagues in a straightforward manner. Assist with the interrogation of ITOPF’s electronic and paper archives.

## Technical Support - Outreach

* 1. In discussion with the Technical Director and the Information and Communications team, develop and maintain targeted engagement plans with key stakeholders. Present at stakeholder events as necessary.
	2. Actively participate in raising awareness of ITOPF amongst external stakeholders, including those working at a senior level, including P&I insurers, the IOPC Funds, government agencies and other organisations in conjunction with wider Technical Team. Ensure case handlers in P&I insurance are aware of ITOPF’s role.
	3. Develop internal and external training courses and workshops on claims and compensation, alongside technical colleagues as required. Present at these events as necessary.
	4. Identify opportunities to promote the work of ITOPF through the presentation of technical information and data held on ITOPF’s systems, including on costs, claims and compensation, preparing papers and presenting at international/national conferences as a subject matter expert.

# General Requirements

1. 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.
2. Always comply with record keeping, data protection and confidentiality of information acquired during the course of employment.
3. Always consider and take responsibility for the health and safety of self and others, and adhere to health and safety guidance at all times.
4. 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.