



Job Description

Job Title:	Technical Support Coordinator – Claims and Equipment
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 advice on response resources. 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 and 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) Possess a willingness to work out of office hours when required and to undertake some travel.
- d) Confident, with a professional, diplomatic, respectful and patient manner.
- e) 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. Liaise with the Senior Claims 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 understanding 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 - Data Management

- a) Maintain the Equipment Database to ensure information held is complete and up-to-date. Work with the wider Technical Team to coordinate entry of data in a timely manner, such as collected during site visits or claims assessments. Support the Information and Communications Team as required to ensure continued development of the database.
- b) By routine communication, ensure ITOPF colleagues are kept informed of activities, including pertinent additions of data to databases.
- c) Keep abreast of research and development and be up to date with pollution response technology. Ensure colleagues are kept informed as appropriate.
- d) 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.
- e) Assist the Information and Communications Team to provide response resource and contact information for the ITOPF country & territory profiles.
- f) Contribute to 50% of the cover of Membership database duties if the Membership Secretary is unavailable – also undertaking duties periodically (at least quarterly) to remain familiar/ up-to-date with the process – as guided by the Membership Secretary.

3) Technical Support – general

- a) 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.
- b) 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.
- c) Liaise with aircraft brokers and freight forwarders both during a spill and as a contingency, sometimes out of office hours.

- d) Actively support contingency planning, advisory assignments and other project work through the provision of knowledge on the suitability etc. of response resources for specific tasks.
- e) 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.
- f) Source personal protective equipment for the wider technical team. Maintain ITOPF stores of supplies for technical field work, including for Arctic and HNS work.
- g) Identify opportunities to prepare technical papers, articles etc. Assist colleagues with preparation of papers etc. Attend and from time-to-time present at relevant conferences, meetings and training courses.
- h) As part of the Technical Team, assist the Information and Communication Team in the technical aspects of publications, films, animations and other material.

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.