



Job Description

Job Title:	STCW (Enquiries) Administration Officer
Department:	Department for Enterprise (DfE)
Division:	Ship Registry
Location:	St Georges Court, Upper Church Street, Douglas
Grade:	Administration Officer
Responsible to:	Quality Manager
Responsible for:	No Management responsibility

Overview of the Isle of Man Ship Registry

The Isle of Man Ship Registry is an internationally respected Ship Registry and is currently the 18th largest in the World in terms of tonnage and is firmly on the Port State Control whitelists of the Paris MoU and Tokyo MoU. An ISO 9001 and 14001 certified organisation, the Ship Registry is run by a dedicated professional team which provides registration and inspection services, seafarer certification and in-house legislation and technical expertise.

Job Purpose

Standards of Training, Certification and Watch keeping (STCW) for seafarers is an international convention and arguably the most important set of regulations for merchant mariners, setting global standards for the education, competency, safety, social responsibility, environmental awareness and certification of seafarers on-board ships operating in international waters.

The Ship Registry relies on the effective provision of key administrative functions in order to meet its commitments to survey and inspect Manx ships all over the world.

Two STCW (Enquiries) Administration Officers are employed at IOM Ship Registry to manage all applications and the certification requirements of seafarers working on IOM flagged ships and yachts, ensuring these functions are delivered effectively and professionally as part of a client focused service.

Main Duties and Key Accountabilities

1. Checking applications for and producing STCW Endorsement Certificates and checking of declarations pages. Maintaining STCW database records. Dealing with customers to resolve STCW endorsements enquiries. Carrying out regular checks on ships crew lists against the database to ensure endorsements have been issued correctly.

2. The Admin Officer provides, reception cover, mail handling (including courier documentation), telephone answering and related administrative duties. The Ship Registry is accredited to the IIP standard and committed to the Government policies on staff development. The Admin Officer contributes to regular reviews of his/her own learning and development needs and has their performance assessed on a regular basis.
3. The management of the office stationery and equipment stock, organising replenishment when necessary and researching suppliers for best value. The Admin Officer prepares Government Orders for new stock and checks off deliveries against invoiced amounts. Assisting the Quality Manager with responsibility for the day to day running of the Ship Registry's administrative functions, in line with the Ship Registry's policies and the requirements of the Ship Registry's ISO 9001 accreditation.
4. The Ship Registry is an ISO 9001 accredited organisation; the Admin Officer plays an integral role in the organisations quality system, providing critical input on the performance of key administrative functions.
5. The Admin Officer is to ensure that Ship Registry records relating to meetings and correspondence on issues beyond ship survey and registry matters are maintained and available to the Director and Senior Managers as required.
6. The Admin Officer may be required to take notes at occasional meetings between the Director and senior staff and/or external organisations.
7. The Admin Officer is responsible for assisting with the planning and booking of international travel for the Director and Senior Managers as and when required to do so, obtaining quotes from various carriers and routes to secure value for money.
8. Operating the switchboard and appropriately redirecting telephone enquiries and taking messages.
9. Dealing with visitors and personal enquiries at the reception desk.
10. Distribution of deliveries and emails.

The post holder shall perform such duties, observe and conform to such reasonable instructions as the Quality Manager, Deputy Director or Director may from time to time delegate.

Contribute to the regular review of his/her own learning and development needs and agree an action plan with the Technical Policy Lead.

In addition to this:

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Review Group of the Ship Registry.

Reporting Framework

The post holder reports to Quality Manager of the Ship Registry, Department for Enterprise.

Integrity

As an appointee of the Ship Registry, Department for Enterprise, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Ship Registry business and to uphold such confidences.

Personal development

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to demonstrate their 3Cs (Credibility, Capability & Character) during their personal development reviews.

People qualities

The post holder will be expected to meet the Level 3 requirements of the IOMG People Qualities Framework.

Hours of work

37 hours per week.

Competency Levels for this Post

- | | |
|-------------------------------------|---------|
| • Leading and working together | Level A |
| • Communicating and influencing | Level A |
| • Achieving results | Level A |
| • Delivering a quality service | Level A |
| • Changing and learning | Level A |
| • Showing commitment and resilience | Level A |

Job Summary

The STCW Administration Officer plays a pivotal role in the provision to the Ship Registry of high quality STCW endorsements as well as other administrative support and supervision of the office functions to ensure that the Ship Registry is able to deliver a consistently high standard of service to its clients.



**Isle of Man Civil Service
Person Specification**

Post: STCW (Enquiries) Administration Officer

Department: Department for Enterprise (DfE), IOM Ship Registry

Attributes	Essential or Desirable	Method of Assessment
<p>Qualifications</p> <p>Hold 5 GCSE's at Grade C or above (one of which must be in English Language) or equivalent qualification;</p>	D	CV
<p>Experience</p> <p>Relevant experience in an office environment with experience of achieving agreed targets.</p> <p>Good working knowledge of STCW endorsement certificates and other seafarer certification</p>	E D	CV/Interview CV/Interview
<p>Good planning/organising and supervisory control skills</p> <p>Practical problem solving / decision making skills</p> <p>Self-confident and able to make decisions, remains calm under pressure</p> <p>Knowledge of Governmental procedure and financial regulations</p> <p>Thorough understanding of IT packages, MS Office packages in particular Outlook, Word and Excel</p> <p>Able to multi task and handle several projects and responsibilities at once</p> <p>Confident and concise in own decision making ability</p> <p>Able to set /reset priorities</p>	E E E D E E E E	CV/Interview CV/Interview Interview Interview CV/Interview Interview Interview Interview

<p style="text-align: center;">Disposition</p> <p>Able to work alone and as part of a team</p> <p>Self-motivated and shows interest in self-development</p> <p>Able to communicate maturely, clearly and effectively with people of widely differing roles and levels of responsibility</p> <p>Able to assimilate and assess new ideas and material quickly and effectively</p> <p>Enthusiastic, versatile and adaptable</p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">CV/Interview</p> <p style="text-align: center;">CV/Interview</p> <p style="text-align: center;">Interview</p> <p style="text-align: center;">Interview</p> <p style="text-align: center;">Interview</p>
<p style="text-align: center;">Circumstances/Interests</p> <p>Isle of Man worker</p>	<p style="text-align: center;">D</p>	<p style="text-align: center;">Application Form</p>