

JOB DESCRIPTION

Post:	Technical Officer
Grade:	Administration Officer
Department:	Department for Enterprise
Group:	Isle of Man Ship Registry
Location:	St George's Court, Upper Church Street, Douglas.
Responsible To:	Principal Surveyor
Responsible For:	N/A

Purpose

The Ship Registry has a multi-part role as:

- Regulator of maritime safety standards,
- Promoter of shipping business in the Island,
- Representation of the Island internationally,
- Representation of the Island's shipping interests internationally
- Regulator for local marine interests,
- Register of title for ships.

The Technical Officer plays a pivotal role in the provision to the Ship Registry of high quality technical and administrative support to ensure that the Ship Registry is able to deliver a consistently high standard of service to its clients, many of whom expect a same day turnaround time

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. Those functions in particular relate to the provision of record keeping, approval of statutory shipboard plans, and provision of high quality support to the technical and survey operation. The Technical Officer is responsible for ensuring these functions are delivered effectively and professionally. This support is vital in providing the client-focused service which is essential to the success of the Ship Registry.

He/she should be flexible in the approach to work tasks and make a real contribution to a small dedicated team.

Main Activities

The key responsibilities of the post include:

1. To assist with the scheduling and allocation of surveyors who are required to attend ships and yachts internationally;
2. To follow up outstanding deficiencies and non-conformities following surveys and audits. This will involve liaising with ships, yachts and their managers directly as well as the Surveyor who completed the survey/audit. This could be either internal Isle of Man- based Surveyors or external Surveyors;

3. To follow up all audits completed by external IDWAL Surveyors; to handle all resulting documentation and follow-up work, generating reports, certification and ensuring the timely invoicing of vessels' managers;
4. To review Ship Security Plans and Ship Security Assessments submitted by ships' managers and to submit the review for final approval by a nominated Surveyor;
5. To prepare Security Plan Approvals for signature by the nominated Surveyor;
6. To obtain and collate information required for registration and complete pre-registration Status Reports (SO53) for vessels; this will include direct contact with the ship manager's technical department;
7. To prepare full term certification for signature by a Principal Surveyor;
8. To prepare certification and accompanying letters for delivery by post/courier to clients;
9. To input and upload technical information on ships and yachts to MAVIS (Marine Administration Vessel Information System);
10. To ensure that vessels' technical files are prepared and correctly maintained for ships and yachts;
11. To assist with pre-Maritime Labour Convention inspection preparation for Surveyors where required, including preparing and checking Declarations of Maritime Labour Convention and Seafarers' Employment Agreements.
12. To assist with the checking of applications for and producing STCW Endorsements and filing of declaration pages during heavy workload periods or as leave cover for other officers. This will include maintaining STCW database records, dealing with customers to resolve STCW endorsement enquiries;
13. Processing and delivering seafarers' documentation;
14. Processing and delivering certification to ships as required;
15. Provision of support to other areas of technical work as assigned by the Deputy Director or a Principal Surveyor.

Reporting Framework

The Technical Officer reports to a Principal Surveyor of the Isle of Man Ship Registry.

The Principal Surveyor, as Line Manager for the Technical Officer post, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme, as it applies to the post.

As reporting officer, the Principal Surveyor will ensure, in line with the time scale set out in the scheme and among other matters, the following is completed:

- An annual Personal Delivery Plan and Personal Development Plan is agreed with the post holder;
- An annual review and assessment of the job holder's performance and competency/behaviours is made; and
- Quarterly Performance and Development Review meetings are conducted.

The job holder has, in turn, a formal obligation to contribute constructively to the implementation of the Scheme as it applies to them.

Integrity

All staff of the Ship Registry are expected to recognise that the everyday business of the Ship Registry 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 both in administering the business of the Ship Registry internally and continuing to practise this confidentiality outside the Ship Registry.

Knowledge and Skills

The Technical Officer fills an essential role in the Ship Registry team and must be able to demonstrate a good level of computer literacy. A pre-requisite of this position is the ability to communicate efficiently, effectively and professionally with customers by telephone and in all written communication. The ability to pick up and develop a base of technical knowledge through on-the-job learning will be required.

Competencies and Levels

Leading and Working Together – Level A

Actively supports staff to deliver objectives; generates enthusiasm and commitment in others and demonstrates this in their own approach, works collaboratively with colleagues to deliver results; develops effective and productive working relationships with colleagues and with contacts in other Departments/externally.

Communicating and Influencing – Level A

Communicates in a clear way; expressing views in a clear and succinct way. Is courteous and effective in communicating with colleagues and customers. Records and communicates information accurately.

Achieving Results – Level A

Organises own time efficiently, working in an orderly and disciplined way, makes day-to-day decisions within limits of authority and refers more important decisions in a timely and appropriate manner, delivers agreed tasks on time, liaising with colleagues where necessary.

Delivering a Quality Service – Level A

Enjoys delivering excellent service to internal and external customers; treats customers and customer problems as top priority; takes a pride in delivering work of a consistently high standard; shows an awareness of the cost of resources and uses these efficiently.

Changing and Learning – Level A

Shows an interest in own self development, is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations. Applies specialist knowledge, skills and experience in accordance with clearly defined guidelines and standards.

Showing Commitment and Resilience – Level A

Takes pride in doing what is required of them on time and to the required standard, willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures, maintains focus and shows determinations when faced with setbacks.