



**Person Profile & Job Description  
Administration Officer  
(Programmes)**

**2022**

**Vision**

*A global marine industry that causes no harm to people or the environment.*

**Mission**

*To lead the global marine industry in the promotion of safe and environmentally responsible transportation of crude oil, oil products, petrochemicals and gas, and to drive the same values in the management of related offshore marine operations. We do this by developing best practices in the design, construction and safe operation of tankers, barges and offshore vessels and their interfaces with terminals and considering human factors in everything we do.*

**Values**

**Respect** – *Treat everyone with respect and dignity, everyone brings value even if their ideas are different, work for the greater good of the industry.*

**Engage** – *Be inclusive, participate fully, breakdown silos. We are one team.*

**Efficient** – *Improve processes, increase agility, prioritise effectively.*

**Deliver** – *Align with the strategy, perform against KRAs and KPIs.*

**Reports to:** Office Manager (Executive Assistant to Managing Director)

**Department:** Business Support

**1. Job purpose**

Work as part of the Business Support team to provide effective administrative support for the Programmes department.

Work in conjunction with the Administration Officer (Publications & Advocacy) to carry out front of house duties for the main office, and plan, co-ordinate and provide services for the OCIMF conference facility, ensuring that high standards are maintained.

Whilst this role reports into the Office Manager (Executive Assistant to Managing Director) and

will be managed by this role, whilst working day to day in the respective departments the Director of that department has functional authority to allocate appropriate work and decide on key priorities for the roles.

## **2. Person Profile**

*All criteria are essential unless stated otherwise (D = desirable)*

### **Knowledge and Skills**

- Good standard of literacy and numeracy skills.
- Excellent organisational skills and ability to organise own work and priorities without supervision, when necessary.
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- Fast and accurate keyboard, word processing and document presentation skills.
- Excellent spoken and written communications skills in the English language including ability to produce correspondence to a high standard.
- Able to solve problems, apply discretion and take appropriate decisions in the absence of manager.
- Able to review processes and use initiative to proactively look for and make improvements.
- Fully computer literate and familiar with a range of software packages. Up to date knowledge and experience of computer office systems, including the Microsoft Office Suite, PowerPoint and use of the Internet and able to use these to maximise administrative efficiency.

## **3. Experience and Qualifications**

- Good standard of education.
- Experience of working in a team administration role, supporting a group of seniormanagers; *(preferably for a commercial organisation or trade association) (D)*.
- Experience of working in a role requiring international communication/liaison.
- Experience of working in a role involving meeting and greeting senior managers of different nationalities.
- Experience of working with Microsoft Word, Outlook (including extensive diary management), Excel, PowerPoint, and the Internet.
- Working experience of SharePoint. *(D)*
- Working experience within the marine industry. *(D)*
- Experience of working with databases, and of working with Microsoft Word, Outlook, Excel, PowerPoint and the Internet at a minimum of intermediate level.
- Experience of both office meeting room set up and/or food provision experience, as well as setting up virtual meetings in a variety of web-based systems.
- Experience of working in a customer service environment; *(international) (D)*.
- Experience of arranging international travel and arranging meetings internationally.
- *Working experience within the marine industry (D).*

### **Personal Qualities**

- Personal commitment to upholding OCIMF's Values during every-day work.
- Confident, personable, articulate, and able to listen to and converse confidently with people at all levels and of different nationalities in a customer-focussed manner.
- Well organised.
- Pays attention to detail and accuracy.
- Committed and flexible 'can do' attitude to work.
- Able to work collaboratively within a team.
- Problem solver.
- Reliable, trustworthy and discreet.

### **Circumstances**

Able to work out of normal working hours when required and to travel occasionally to different locations, attend meetings and events outside of normal working hours if required. *(Personal circumstances will be taken into account.)*

## **4. Job Description**

### **3.1 Key working relationships**

Internal: Office Manager (Executive Assistant to Managing Director), General Counsel & Business Support Director, Programmes department, Secretariat employees, secondees and contractors.

External: OCIMF members, Committee and Expert Group members, OCIMF Programme users, marine/oil organisations, government bodies, travel agents, venues, reservations departments, suppliers.

**Note:** International liaison frequently required.

### **3.2 Main duties and results area**

#### **Programmes Department administration**

- Provide general administrative support to the Programmes Department,.
- Book and manage world-wide travel arrangements, including arranging flights, hotels, international visas and produce detailed itineraries when required.
- Organise and coordinate all activities for virtual and face to face meetings, including tracking attendees, preparing agendas, documents and slide presentations, taking minutes and arranging dinners.
- Ensure committee areas in SharePoint are structured and maintained in accordance with the prescribed format and content and are kept up to date.

### **3.3 Front of House**

In conjunction with the Administration Officer (Publications & Advocacy): Meet and greet

visitors to the office.

- Manage the OCIMF Enquiries mailbox and act as first point of contact for electronic and telephone queries ensuring they are appropriately directed, including acting as 'gatekeeper' where necessary.

### **Conference Facility**

In conjunction with the Administration Officer (Publications & Advocacy):

- Manage and maintain OCIMF conference facilities to the required high standard, including availability planning and coordinating bookings via a dedicated mailbox.
- Order and provide food and refreshments; meet and greet delegates and clear up.
- Provision, set up and basic fault resolution of facilities and AV equipment, including providing instructions for external attendees.
- Monitor and purchase kitchen, stationery and premises supplies, ensuring supplies are adequate at all times.
- Maintain a clean and tidy kitchen to the required high standard. (Evening cleaning contractor in attendance.)

### **General administration**

- Maintain and update OCIMF contacts database, including distribution lists for Committees.
- Maintain OCIMF's central filing system, ensuring that information can be readily retrieved (where relevant to role).
- Work with the Administration Officer (Publications & Advocacy) when support is required
- Provide administrative support for the Office Manager (Executive Assistant to MD) and the rest of the office as and when required.

### **Data, information and knowledge management**

For OCIMF activities (within the scope of this role) ensure that:

- In liaison with the Programmes department and the Communications team, review the website materials and coordinate any updates.
- SharePoint site is structured and maintained in accordance with OCIMF prescribed format and content and kept up to date.
- Any information or correspondence which needs to be retained for future reference is retained in accordance with OCIMF records retention policy.

Any other reasonable duties (see below 6. General requirements)

## **5. Time horizon for the outputs of the job**

OCIMF meetings are scheduled up to one year in advance.

## **6. Special working conditions (e.g. hours, travel, events)**

The details below are not exhaustive and if necessary other reasonable special working conditions may apply.

- As and when necessary support any meetings or events which fall outside of the normal working hours of the role.
- Be available to provide cover for colleagues in their absence should the need arise.
- Occasional travel to different locations to attend meetings and events outside of normal working hours.

## **7. General requirements of the post-holder**

- Complete other tasks and duties consistent with the level of the post, as and when required.
- Comply with OCIMF document retention and destruction procedures.
- Consider and take responsibility for the health and safety of self and others and adhere to OCIMF health and safety guidance at all times.
- Ensure appropriate confidentiality of information at all times.
- Commit to and promote OCIMF charter relating to equality of opportunity.
- Comply with OCIMF rules and policies which are set out in the Staff Handbook, as amended from time to time.