



Maritime Administrator

Grade: Level D Lower (Operational)

Department/Team: Maritime Administration

Reports to: Administration Coordinator

Direct Reports: None

Location: London

Working Hours: Full-time

Contract Type: Permanent

Job Purpose

Support the operational delivery of conferences and governance meetings that feed into the Congress cycle by working collaboratively with the administration assistant team under the direction of the Administration coordinator

Support the operational delivery of the meetings agreed within the Maritime work programme; including with our strategic partners and relevant international organisations

Provide cover in the absence of administration assistant colleagues

Key Duties and Responsibilities

- supports the administration coordinator with delegate management for the conferences and governance meetings, and meetings with our strategic partners and relevant international organisations, ensuring the recognised methodology and systems are used effectively
- supports the administration coordinator in the preparation of the meeting budget forecast
- organises all travel arrangements in line with organisational policies and procedures
- assists in drafting meeting documentation for the conferences and governance meetings
- drafts circulars and correspondence using the appropriate templates and procedures; seeks approval and actions appropriately
- liaises with affiliates, external organisations and other agencies. Responds to enquiries and directs accordingly
- continually updates and maintains accuracy of ITF databases and other tools used to execute the operational delivery
- any and all duties as directed by the general secretary to meet the needs of the organisation up to including redeployment to a section or department in your employment location on a time limited basis or in a genuine emergency only, subject to an organisational policy on redeployment



Person Specification

Attribute	Essential Criteria	Desirable Criteria
Travel & Meeting Coordination	Proven experience of booking travel-related services; Proven experience of meetings organisation	—
Administration & Organisation	High quality administrative skills; Proven organisational skills	—
Accuracy & Detail	Accuracy and attention to detail	—
Communication Skills	Excellent written and spoken English; Experience writing meeting documents and minutes/reports	—
Teamwork	Flexibility in working as part of a wider team	—
Technical Skills	Experience in CRM systems, data handling, and database management; Familiarity with event management and GDS travel systems Proficient in using standard office equipment and other relevant software including Microsoft365. Including Teams and Sharepoint.	Prior experience with Dynamics365 and Power BI Prior experience or knowledge of Cvent and/or Concur.
Flexibility & Travel	Ability to undertake international travel, as required	—
Values & Commitment	Commitment to social justice and trade unions, or experience working in a mission-driven organisation	—



Level D Lower – Operational Roles

Role Purpose

To deliver a range of routine but essential operational or administrative services that support the smooth running of ITF departments, teams and systems. Roles at this level involve accurate data entry, document handling, financial processing, event coordination or logistics. The postholder works with colleagues across the organisation and is expected to manage a consistent workload with care, attention to detail and a collaborative approach.

Core Responsibilities

Process and Service Delivery

- Carry out core tasks related to finance, administration or operations such as data entry, reconciliation, document preparation, processing transactions or travel coordination
- Maintain accurate digital and paper records, ensuring data is processed consistently and securely
- Respond to internal and external queries in a timely and courteous manner, escalating more complex issues where appropriate

Communication and Team Support

- Liaise with colleagues, suppliers or affiliates regarding bookings, payments, documentation or routine requests
- Support other team members during peak periods, leave or absences
- Provide information clearly and reliably across multiple channels

Systems and Tools

- Use systems such as finance software, CRMs, databases, booking tools or document management platforms
- Ensure entries are coded, filed or reconciled correctly according to team procedures
- Help maintain and improve systems by flagging inconsistencies or contributing to updates

Meeting and Event Support

- Assist in organising travel, logistics, bookings or documentation for meetings and events
- Liaise with suppliers and venues to confirm arrangements
- Prepare and distribute agendas, action points or participant information packs

Routine Financial or Admin Tasks

- Process invoices, receipts, expenses or payment requests according to agreed timelines
- Assist with regular monitoring
- File and track correspondence, ensuring audit-readiness and data privacy compliance



Key Defining Factors (D Lower)

Factor	D Lower Definition – Operational Roles
Knowledge and Skills	Practical and procedural knowledge relevant to the role; uses systems confidently, handles data and queries, and follows established procedures.
Responsibility	Supports team operations, ensures processes run smoothly; may manage routine functions and records under general supervision.
Decisions	Makes day-to-day decisions from known options; solves straightforward issues, refers complex ones to supervisors.
Complexity	Handles recurring and some non-routine tasks requiring administrative/technical skills and adaptability to changing demands.
Contacts	Communicates with internal teams and external providers; must explain procedures clearly and follow up professionally.



ITF Values and Competency Expectations (D Lower)

ITF Value	Competency	Expected Level	Example Behaviours
We Are Democratic	Inclusive and Accountable Engagement	Skilled	Maintains accurate records; communicates clearly and respectfully with internal and external stakeholders.
We Are Dynamic	Agile Thinking and Proactive Learning	Skilled	Manages shifting priorities with flexibility; picks up new systems and processes confidently.
We Are Determined	Purposeful Commitment and Resilience	Skilled	Works methodically and reliably; takes responsibility for resolving routine issues.
We Demonstrate Solidarity	Collective Action and Internationalism	Skilled	Supports others during busy periods; recognises the global context and maintains professionalism.