

## Job Title: Claims Manager IO0997

Req ID **1880** - Posted **21/08/2020** - (France, 13067 St Paul Lez Durance Cedex) - **Business Operations - New Posting**

The ITER Organization brings together people from all over the world to be part of a thrilling human adventure in southern France—building the ITER Tokamak. We require the best people in every domain.

We offer challenging full-time assignments in a wide range of areas and encourage applications from candidates with all levels of experience, from recent graduates to experienced professionals. Applications from under-represented ITER Members and from female candidates are strongly encouraged as the ITER Organization supports diversity and gender equality in the workplace.

Our working environment is truly multi-cultural, with 29 different nationalities represented among staff. The ITER Organization Code of Conduct gives guidance in matters of professional ethics to all staff and serves as a reference for the public with regards to the standards of conduct that third parties are entitled to expect when dealing with the ITER Organization.

The south of France is blessed with a very privileged living environment and a mild and sunny climate. The ITER Project is based in Saint Paul-lez-Durance, located between the southern Alps and the Mediterranean Sea—an area offering every conceivable sporting, leisure, and cultural opportunity.

To see why ITER is a great place to work, please look at this video

**Application deadline:** 04/10/2020

**Domain:** Corporate

**Department:** Finance & Procurement

**Division:** Procurement & Contracts

**Section:** Construction, Assembly & Logistics

**Job Family:** Organizational Support

**Job Role:** Functional Officer - 2

**Job Grade:** P3

**Language requirements:** Fluent in English (written & spoken)

**Contract duration:** Up to 5 years

### **Purpose**

As a Claims Manager, you will handle claims and defend the interests of the ITER Organization (IO) in line with FIDIC principles in case of construction contracts, with respect to any commercial and/or breach of contractual provisions arising during the implementation of IO placed contracts.

### **Background**

The Procurement and Contracts Division (PCD) provides procurement expertise to successfully contribute to the delivery of the ITER Project. The project is currently under construction with First Plasma in 2025. Following First Plasma, the Operations & Maintenance phase will begin. As almost all major construction contracts have now been placed and all related construction works will commence in the near future, it is anticipated that claims will soon build up requiring

the need of a dedicated Claims Manager who will be mandated to deploy a coherent claim management policy.

### **Major Duties/Roles & Responsibilities**

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- Develops coherent Claims Management policy in line with FIDIC principles for construction contracts and in line with IO's contracts conditions in the case of non-construction contracts;
- Provides operational support to Procurement Responsible Officers and Officers in resolving claims and variation disputes, as well as pro-actively advising on risks and preventing claims as part of contract management;
- Identifies and suggests improvements related to gaps in IO templates, procedures and processes, which can lead to flaws in contract management and ultimately, claims from the supplier;
- Deploys a coherent Claims Management Policy in collaboration with relevant stakeholders, in addition to establishing a clear "external" and "internal" claims handling process;
- Develops strategies and what-if scenarios to handle and negotiate construction claims in close coordination with relevant stakeholders and the Legal Affairs Division when required. This also requires coordination with Finance and Budget Division with regards to budget identification, allocation and validation to related contract changes;
- Supports the IO representative in Dispute Resolution Boards (DRB) and/or Senior Resolution Boards (SRB) upon request;
- Upon request of the "Category Manager", and in collaboration with concerned Contract Responsible Officers and managers, supports the management of the major IO suppliers and construction contracts;
- Drafts and/or reviews letters responding to claims from contractors, such as Force Majeure, requests for extension of time or any other claims and demands for compensation (for FIDIC and non-FIDIC contracts);
- Interacts with Legal Affairs Division about contract liability issues and insurance issues and coverage;
- Researches and identifies innovative claim management processes and systems across the public and private sector that can be used as benchmark for implementing best practices;
- Develops Key Performance Indicators (KPIs) and alerts in advance of non-compliance around supplier performance, supplier responsiveness and supplier relationships;
- Supports Procurement Responsible Officers, Contract Responsible Officers with respect to contractual litigations/ potential litigations and interact with Legal Affairs in this matter;
- Trains or coaches Procurement Responsible Officers, Contract Responsible Officers on the claims and variation dispute management policy and contributes to the development of the negotiation and claims management competencies within IO;
- Collects and shares lessons learned, good practices and success stories to reinforce best practices which lead to the preservation of value and avoid the incurrence of additional costs or adjustment to the project schedule;
- May be requested to be assigned to specific task-force, support any of the project/construction teams and to perform other duties in support of the project;
- May be required to work outside ITER Organization reference working hours, including nights, week-ends and public holidays.

### **Measure of Effectiveness**

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- Develops and communicates on clear claim “external” and “internal” claim management policy and associated processes;
- Ensures to advise on risks and respond and resolve claims successfully within a defined timescale in respect with defined KPIs;
- Consistently and reliably applies FIDIC principles or IO contract conditions where appropriate;
- Drafts letters accurately and in professional English;
- Maintains a positive working relationship with all stake and share-holders;
- If and when required by the “Category Manager”, monitors KPIs at the expected level for supplier performance, supplier responsiveness and supplier relationships;
- Guides and provides efficient training to Procurement Officers and Responsible Officers on the processes related to claims management to improve the general level of competencies related to claims management within the IO;

## Experience & Profile

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- ***Professional Experience:***
  - At least 8 years’ experience within Claims Management, including solid experience working with FIDIC contracts and claims handling under these specific contracts.
- ***Education:***
  - Master degree or equivalent in business law, business administration, or other relevant discipline;
  - The required education degree may be substituted by extensive professional experience involving similar work responsibilities and/or additional training certificates in relevant domains.
- ***Language requirements:***
  - Fluent in English (written and spoken).
- ***Technical Competencies and Demonstrated Experience in:***
  - Managing construction contract claims and litigation processes;
  - Developing claims management policies preventing risks and with quality outcomes for FIDIC dispute resolution;
  - Handling FIDIC contracts, FIDIC claims procedures and understanding the role of the FIDIC Engineer;
  - Maintaining high quality standards whilst working within strict guidelines, rules and ethics;
  - Negotiating complex claims in a construction environment;
  - Construction works measurement techniques, in reference to FIDIC red book, to pay the contractor for completed works;
  - Construction engineering, -procurement and installation processes of large and complex technical or scientific construction projects.
- ***Behavioral Competencies:***
  - Makes sound independent decisions in urgent and non-urgent situations;
  - A strong team player able to integrate the interests of multiple stakeholders throughout the claim process;
  - Rigorous analytical skills with capability to extract key information and provide synthesis on issues to upper management;
  - Communicate Effectively: Ability to adjust communication content and style to deliver concise messages and negotiate effectively in a multi-cultural environment;
  - Drive results: Ability to persist in the face of challenges to meet deadlines with high standards;

- Manage Complexity: Ability to gather multiple and diverse sources of information to define problems accurately before moving to proposals;
- Instill trust: Ability to model high standards of team mindset, trust, excellence, loyalty and integrity.

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***The following important information shall apply to all jobs at ITER Organization:***

- Maintains a strong commitment to the implementation and perpetuation of the ITER Safety Program, ITER Values (Trust; Loyalty; Integrity; Excellence; Team mind set; Diversity and Inclusiveness) and Code of Conduct;
- ITER Core technical competencies of 1) Nuclear Safety, environment, radioprotection and pressured equipment 2) Occupational Health, safety & security 3) Quality assurance processes. Knowledge of these competencies may be acquired through on-board training at basic understanding level for all ITER staff members;
- Implements the technical control of the Protection Important Activities, as well as their propagation to the entire supply chain;
- May be requested to work on beryllium-containing components. In this case, you will be required to follow the established ITER Beryllium Management Program for working safely with beryllium. Training and support will be provided by the ITER Organization;
- May be requested to be part of any of the project/construction teams and to perform other duties in support of the project;
- Informs the IO Director-General, Domain Head, or Department/Office Head of any important and urgent issues that cannot be handled by line management and that may jeopardize the achievement of the Project's objectives.