

SURVEYOR ADMINISTRATOR

JOB DESCRIPTION

Who are Idwal?

We are a Cardiff-based maritime technology company and market-leaders in delivering global ship inspections to an international client base. Operating globally, we are a highly transactional, fast-growth business and have an ambitious plan to continue our growth trajectory over the next 3-5 years.

Whilst we have a 100 year-old history as part of the Graig Shipping Group, we have also revolutionised the industry with the introduction of the first online ship-inspection platform and have embarked on a scale-up strategy which has allowed us to bring

a number of technology advancements to our customers, who range from traditional shipping companies, banks, finance houses, insurance companies and brokers. At the simplest level our platform allows anybody to order a vessel survey at any port in the world, then view the results and receive our unique "Idwal Grade". This is just the starting point though. Not only does the sheer depth and breadth of data captured create new business opportunities (e.g. market comparison and performance), we're also able to bring innovative new solutions to market. In addition, we provide a range of other services, to a truly global client base.



Why work at Idwal?

We've got a fairly unique environment, blending the essence of a tech start-up with the heritage and market knowledge of a 100 year-old shipping company.

On the one hand, we have many of the positives associated with a start-up. We work in a fast-paced environment that encourages entrepreneurship and innovation, where we both empower and support our people. We're also developing industry changing products using the latest technologies.

On the other hand, we don't have the negatives associated with a tech startup. We're self-funded, we're established in market as a first class leader, and we're a profitable business. Furthermore, we have very ambitious yet achievable growth targets, along with a global client list that includes leading banks, financial institutions, private equity groups, ship owners, brokers, insurers and charterers,

What is it like at Idwal?

We like to think of ourselves as a family, which isn't surprising when you consider we originated from a third generation Welsh shipping family. We're friendly and sociable, and regularly get together for team and charity events. At least we did before Covid! We also value our team. We make every effort to provide an environment where people enjoy coming to work and have the opportunity to thrive, and we provide a "blended" working environment where equal amounts of home working and office working are actively encouraged. We've developed our own 2-year programme to train and sponsor ship surveyors, and are now looking at providing a similar level of support to our engineering team and technical team. Finally we have a great view of Cardiff Bay and an excellent coffee machine.

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What You'll Do

- Report to the Head of Marine Standards and assist them in their duties as required.
- Administer the Surveyor Onboarding process including, communicating with applicants, checking, and updating the surveyor assessment scores, requesting documents, assigning ports using the port tool and creating profiles on ASIMS etc.
- Administer the Surveyor Database ensuring it is always up-to-date and accurate.
- Managing surveyor queries and upgrading relevant queries to the HMS.
- Creating Surveyor CVs for Client requests.
- Contributing to the ongoing improvement of the surveyor management processes and systems.
- Analysing port volume data and comparing with current coverage.
- Work with Head of Marketing to coordinate surveyor recruitment campaigns.
- Liaise with the Operations team for surveyor coverage and suitability queries.
- Participate in Surveyor Review Committees and implement the agreed changes.
- Participate in Surveyor Guide Cost Reviews and analyse cost data to improve the margin.

What You'll Need

Essential Requirements

- Excellent work ethic.
- Bachelor's degree.
- Demonstrate teamwork, interpersonal and communication skills.
- Excellent working knowledge of Microsoft Excel and databases.
- Self-motivated, well-organised and able to work without direct supervision.
- Strong administrative and organisational ability.
- Previous experience in an administrative, sales or communications role.

Desirable

- Previous experience in the maritime industry.
- Familiarity with the basics of software development and project management.
- Resides within 1 hours commute of Cardiff.

Due to the Covid-19 pandemic, and like many businesses, we have been working from home for almost the last 12 months. Fortunately for us, we are able to operate seamlessly at home through the use of modern technology and communication platforms which have allowed us to continue working to the same standard and efficiency as always. We will soon be re-opening our office and will be allowing all employees to take an even more flexible approach to working than usual, combining time in the office with working time at home.

What you'll get at Idwal

Competitive salary commensurate with experience. We also offer and the following benefits package:



25 days holiday with option to buy additional



Private healthcare



Very generous pension



Home working options



Social Club



Cycle to work scheme



35 hour working week

Like what you've read so far? Get in touch with our recruitment team to find out more. Either send your CV or LinkedIn profile to allison.hetherton@idwalmarine.com or speak to Allison Hetherton on 02920 446 644.