

## TECHNICAL ASSISTANT 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

- General report processing, reviewing, re-writing and / or Quality Checking (QC) review of final reports within the technical team;
- Uploading and organisation of reports and supporting data to the ASIMS inspection management system;
- Downloading, organisation and sharing of various data from outsourced surveyors, in support of the internal processing requirements;
- Providing general administrative support to the technical team whenever required;
- Contributing to the delivery of Classification Records Reviews (CRR);
- Contributing to the delivery of Remote Asset Reviews (RAR);
- Contributing to the successful delivery of bespoke project work as may be required from time to time, always under the strict direction of the Senior Surveyor;
- Contribution to surveyor feedback and performance loops, supporting surveyor performance standards and continuous improvement where possible;
- Responding to surveyor queries as they arise from time to time;
- Supporting compliance with the company's quality management system as governed by the ISO:9001 standard;
- Becoming fully familiar with the types of survey conducted by Idwal Marine, how standards differ, how the products and final reports vary and offering technical support into each one:
  - General condition inspections – key finance clients
  - General condition inspections – general finance clients
  - Pre-purchase inspections
  - Pre-charter vetting inspections
  - General charterer vetting inspections
  - Flag surveys (General Inspections)
- Contributing effectively and suggesting any software or process changes which may be required in order to streamline the technical workload;
- Promote, protect and preserve the reputation of Idwal Marine Services and the Graig Group of Companies and undertake any other tasks that may be requested from time to time.

### About the Role

We are currently recruiting for a Technical Assistant to join our global technical team initially on a 12-month contract, on a salary of £24,000 - £26,000. This role could be based remotely or in our head office in Cardiff, if remote based there would be an occasional need to visit our Cardiff office.

The Technical Assistant role will offer day-to-day support to the Idwal Marine technical department, ensuring the efficient and high-quality delivery of technical inspection reports to the Idwal Marine customer base and providing further resourcing capacity into the business to ensure it can meet the continued demand for its services. Assisting primarily with the interpretation, correction and adjustment of all technical reports and supporting data is a key function of the Idwal Marine technical team and the Technical Support role will contribute effectively to this overall process, in order to ensure quality standards are always maintained.

### Responsibilities

- On completion of training, partial responsibility will be held for allocated customer-related technical reports and review of surveyor-originated data in order to meet the required standards for the final product within prescribed deadlines.
- All data will be passed to the senior technical team for a final review and sign off prior to release to the customer.

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



Home working options



Social Club



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](mailto:allison.hetherton@idwalmarine.com) or speak to Allison Hetherton on 02920 446 644.