

OPERATIONS ASSISTANT

JOB DESCRIPTION

Who are Idwal?

Very few people have heard of us, but we're a Cardiff based maritime technology company and world leaders in ship inspections. 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 platform. At the simplest level this lets anybody order a vessel survey at any port in the world, then view the results and receive a grading.

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 (e.g. drone inspections and VR walkthroughs). In addition, we provide a range of other services, such as portfolio oversight and dry dock management, but these need a bit more explaining.

Why work at Idwal?

We've got a fairly unique environment, blending the essence of a technology startup 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 tech startup. 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 and we're profitable. Furthermore, we have solid and 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 3rd generation Welsh shipping family. We're friendly and sociable, and regularly get together for team and charity events.

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. We've developed our own 2-year programme to train and sponsor ship surveyors, and are now looking at providing a similar level off 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

- Oversee a small workload of vessel inspections and surveys.
- Support the surveyor availability process.
- Support the Operations Manager and wider team with monitoring the timely completion of vessel inspections and surveys, seeking updates when required and keeping internal systems updated at all times to support client reporting. Updating vessel inspections at the point of completion.
- Oversee the supply of information and documents for additional services.
- Monitor surveyor reporting progress and follow up where required to support KPI's.
- Perform checks on surveyor submitted reports and supporting information in advance of technical review.
- Support the Technical team in the event of further information being required for a report or additional service.
- Supplier invoice approval and swiftly resolve discrepancies.
- Participate in the Operations rota acting as the duty team member during a weekend (1 in 5).

What You'll Need

- Strong administrative and organisational skills are essential, ideally gained in a fast paced office environment.
- Be confident working in a client and supplier facing role and able to maintain a level of independent control of workload.
- Proficient in the use of Microsoft applications such as Outlook, Excel and Word.
- Experience of, or a desire to work in the maritime industry would be advantageous.

What you'll get at Idwal

In addition to working with great people and great products, we offer a Competitive Salary and the following benefits package:



25 days holiday with option to buy additional



Private healthcare



Very generous pension



Bonus scheme



Flexible working



Social Club



Cycle to work scheme



35 hour working week