

Vacancy: Operations Assistant

Who are Idwal?

Idwal is a market leader in vessel inspections, analysis and benchmarking, operating across almost every port in the world. We are evolving from a standard survey company to a technology and data business, and we continue to scale up our team for growth. We have an expanding global workforce, with staff based at our headquarters in Cardiff UK, and at our smaller offices around the globe. Our work environment is unique and dynamic, with chief engineers and naval architects working alongside software developers and data analysts.

Idwal's origins lie in Wales with our headquarters being based in Cardiff Bay since our inception in 2010. Our UK workforce expands at a fast rate with new colleagues joining the team every month. Working for Idwal in the United Kingdom provides a fantastic opportunity to help shape a new chapter for us and to build your career in a fast-paced environment that welcomes local maritime talent and encourages innovation and entrepreneurship.

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.



Pushing technology within the industry

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.

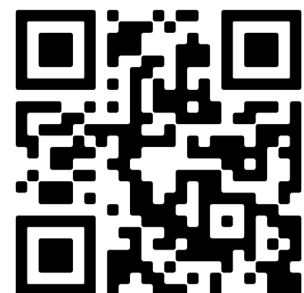


A leader in the maritime sector

On the other hand, we don't have the negatives associated with a tech startup; 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.

At Idwal, we're motivated by a passion for shipping and technology, driven to provide the best customer experience imaginable and committed to delivering a first-class ship inspection service and vessel integrity insights to our global client base.

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, as we have more than doubled our workforce in the last 18 months, there are plenty of opportunities for progression.



Purpose of position

We are currently recruiting for an Operations Assistant to join our global operations team, based at our UK head office in Cardiff.

This is a crucial role as part of the wider team supporting the overall delivery of market-leading inspection and survey services on a global scale. Following onboarding and training, the Operations assistant will handle assigned inspections under the direction of Operations Manager, whilst also working closely with the Operations Executive and their inspections, and supporting the wider team and business with monitoring and coordination functions such as surveyor enquiry and report delivery coordination.

From supporting client enquires hot off the sales desk to appointing surveyors and coordinating inspections with them and customers through to report delivery and beyond, it's a fast-paced environment with no two days the same.

This role is ideal for candidates with some experience in the maritime industry, or those looking to embark upon their career.

Specific duties

- Support operations and colleagues across the business at all levels with the timely completion of global inspection services, with the general aim towards meeting and exceeding client expectations at all times;
- Become fully familiar regular clients and the types of inspection conducted by Idwal, how process and standards differ, how the products and final reports vary for each one:
 - General condition inspections
 - General condition inspections
 - Pre-purchase inspections
 - Pre-sale inspections
 - Pre-charter vetting inspections
 - General charterer vetting inspections
 - Remote inspection
- Support the sales team with the surveyor enquiry process as directed, identifying potential issues with location configuration and reporting them to surveyor management;
- Organise and monitor the timely completion of assigned vessel inspections in accordance with the process and supported by systems. Dealing directly with agents, surveyors and clients, identifying issues before they arise and/or resolving them swiftly. Use daily-stand up meetings to raise concerns or issues;
- Support the review and communication of customer requirements to surveyors as directed by the technical team;
- Keep customers well posted regarding the status of an inspection at all times, liaising with other global team members, as required, for out of hours support;
- Update systems and customers upon inspection completion, checking and setting the report due dates for planning and surveyor/client portal;
- Coordinate other services such as remote asset review and flag state inspection, or inspection additional services such as class record review and decarbonisation report;
- Support surveyor report delivery coordination including the manual processing of documents and data when required;
- Assist with inspection report quality checking following technical review and onward delivery to the client in a timely manner;
- Monitor and approve assigned discrepancies with supplier invoices on the purchase invoice tracker in a timely manner;
- Support the effective "housekeeping" of internal databases and systems;
- Generally contribute to customer, surveyor and other feedback and performance loops, supporting company standards and initiatives. Periodically attend surveyor committee meetings with the Operations Manager/Operations Executive;
- Participate in the operations rota to support Duty weekend cover;
- Contributing effectively and suggesting any software or process changes which may be required in order to streamline the sales process;
- Supporting compliance with the company's quality management system as governed by the ISO 9001 standard;

- Promote, protect and preserve the reputation of Idwal and undertake any other tasks that may be requested from time to time;
Maintain the value and integrity of the Idwal Grade to ensure it remains an industry standard.

Essential requirements

- Excellent work ethic, with the flexibility and willingness to go 'above and beyond' in a 24-hour industry;
- Confidence in dealing with surveyors, customers and colleagues at all levels on a global scale;
- Ability to maintain a level of control and prioritization of workload independently;
- Ability to work as part of a global close-knit team, both in-person and remotely, communicating effectively in daily stand-up meetings;
- Proficient in the use of Microsoft applications such as Outlook, Excel and Word.

Desirable requirements

- Strong administrative and organisational skills, gained in a fast paced office environment;
- Experience of, or a desire to work in the maritime industry, would be advantageous;
- Degree level education.

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



Home working options



Social Club



Cycle to work scheme



35 hour working week

At Idwal, we are extremely proud to run a carbon neutral business and to provide the industry's first carbon neutral inspections. Idwal has been Carbon Neutral since 2021 and is audited by Carbon Footprint Ltd. Operating internationally with an extensive global surveyor network provides us numerous opportunities to improve our impacts environmentally and socially. Scan the QR code to the right to find out about our sustainability initiatives.

