

Join us in the UK

Vacancy: Technical Officer

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

Idwal are the largest independent inspection company with the largest market share within the vessel sales and purchase (S&P) sector, carrying out 40% of all S&P inspections. As part of our continued growth strategy we are recruiting a UK based Technical Officer to join our global technical team. This role could be based remotely or in our head office in Cardiff. If remote-based there may be the occasional need to visit our head office in Cardiff.

The Technical Officer role will offer day-to-day support to the Idwal technical department, ensuring the efficient and high-quality delivery of technical inspection reports to the Idwal customer base and provide 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 technical team and the Technical Officer role will contribute effectively to this overall process, in order to ensure quality standards are always maintained.

Specific duties

- 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;
- Contributing to the delivery of Classification Records Reviews (CRR) and 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 technical team;
- 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;
- Attending and contributing to surveyor pre-inspection briefings and meetings with clients;
- Becoming fully familiar with the types of survey conducted by Idwal, 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-sale inspections
 - Pre-charter vetting inspections
 - General charterer vetting 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 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.

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. Initially, all data will be passed to the senior technical team for a final review and sign off prior to release to the customer.

Essential requirements

- Excellent work ethic
- Demonstrate teamwork, interpersonal and communication skills
- Knowledge, experience and understanding of safety and quality management practices in the marine industry
- Good knowledge of International Maritime Regulations and Marine Industry standards
- Self-motivated, well organised and able to work without direct supervision
- Nautical or Engineering based degree and/or OOW (II/1) or EOOW (III/1)

Desirable requirements

- Previous experience in a marine shore-based office role
- Chief Mate (II/2) or Second Engineer (III/2) licence
- 5 years' sea time

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.

