

Maritime & Coastguard Agency Survey & Inspection

News and updates on the changes in the way we work Summer 2019

Katy Ware: UK Flag must have sustainable growth



Greater opportunities for the UK Flag to build on the services it offers to customers is the first direct benefit of integrating the UK Ship Register into the Maritime & Coastguard Agency.



Under the direction of Katy Ware, the team will be part of the Directorate of Maritime Safety and Standards, accessing surveyor expertise, policy, technical knowhow and influencing policy that's world beating. Katy Ware, who is also the UK's Permanent Representative to the International Maritime Organization has an impressive track record and reputation across the industry. And while she recognises there's a great opportunity awaiting the UKSR, there's one thing she makes clear very quickly.

'While I and the team fully intend to look at pragmatic standard setting working with industry, everyone needs to be clear that safety will not be compromised for commercial expediency,' she insists. 'We have a world class reputation to uphold and improve even further. Anyone boarding or working on board a UK flagged-ship needs to have confidence those standards have been applied to uphold safety.' Katy Ware's priority is working with the team at the UKSR to look at making sure the product is right for the customer.

She said:

We need to be absolutely customer-focussed. That might sound obvious but actually what that looks like in practice is how we work with our customers to make sure that the whole journey from the moment they join the flag works for them. We have a unique ability to feed back from our customers to our surveyors and policy officials and then beyond that to the International Maritime Organization. I'm under no illusion that this is a period of transition and we absolutely need to involve all our customers in that process. You can't tell people what they want, you need to listen to them and see how you can work towards standing alongside them when and where they need it.

Put like that, it sounds a very daunting task. Has she taken on too much? 'If I was on my own, then perhaps the answer to that question would be yes.,' says Katy. 'But the UK Ship Register is a terrific team of people all working to create the best experience for each and every customer. And when you put that team together - as we have done - with the wider operational team surveyors, technical experts, policy makers and so much more - I'm more than confident we can achieve this.

'We have world class surveyors. We have the ability to make world class regulation. We have world-class oversight of our recognised organisations. The UK Flag is fifth for international Port State Control on the Paris MoU White List of top-performing flags.

We aren't going to just copy someone else. We will work with our customers and our team to find our own place and make it a place of sustainable growth

News from here

Ian Blair
Assistant Director
Technical
Governance



'Working in a new role within the agency, I feel the most important aspect is to provide leadership and support to all of the MCA teams whilst we strive to achieve the agencies aims. I look forward to the challenges ahead and I feel confident we will deliver on providing you with the best customer service possible.'

Fraser Heasley
Assistant
Director North



'One of the challenges we currently face is that there is a large portion of surveyor expertise is at, or nearing, retirement age. As well as planning for the future, we are looking for new recruits. I'd like to encourage anyone interested in becoming a surveyor to consider joining me in this excellent organisation.'

Anthony Heslop
Assistant
Director South



'A recent survey of new recruits shows that word of mouth plays a big part in surveyor recruitment; if you yourself are not interested in joining us right now, perhaps you have friends or colleagues that might. If that's the case, please pass on the message.'

Does your job matter?

The MCA continues to recruit Marine Surveyors to build the survey workforce of the future. The most recent recruitment campaign for Senior Executive Officer (SEO) Grade surveyors is now live and closes 17th July 2019. If you are interested in applying, please visit our new recruitment landing page - www.doesyourjobmatter.co.uk. Here you will find all the information you need about this role, additional video content relating to the Maritime and Coastguard Agency and what we do. To make an application you will need to register with Civil Service Jobs which can be done by clicking the 'Apply now' button found on our recruitment website.

Having evaluated the recruitment process and taking onboard feedback from previous applicants, we have made some changes to the way we recruit. As well as the new recruitment landing page to make the most relevant information more visible, we have a new process in place to help the most eligible individuals make it through to the final interview stage. The process begins with an initial sift of all applications to ensure Residency and Qualification requirements are satisfied; then, an initial 1st

stage interview by Skype; and finally, a 2nd stage, face to face interview which will include a written exercise. By making these changes and introducing more flexibility to the assessment dates we hope to see and employ more excellent surveyor prospects.

If you have any questions regarding surveyor recruitment, please do not hesitate to contact our dedicated Survey & Inspection Transformation Programme Recruitment Team – HR_SITP@mcga.gov.uk.



What's next...



Estates

With all the estate changes, as part of the S&I Transformation Programme, now complete, we are now focusing on refurbishing our Liverpool, Belfast and Cardiff offices. The refurbishment work will include essential building maintenance as well as modern-

izing the spaces to create a better working environment for staff and visitors. Work at Liverpool is due to begin shortly with Belfast and Cardiff taking place later in the year.

Development

Alongside the launch of our new recruitment landing page and changes to the recruitment process, the team has

also been busy with staff development – a programme of training that aims to develop the tools and skills for individuals and teams to help make MCA S&I a leading example in the Maritime Industry.

We are also working towards digital solutions such as electronic filing. The digitisation of files will run throughout 2019 as we move from one Marine Office to the next. Once complete this will give surveyors secure and instant access to files, enabling greater flexibility and responsiveness when working remotely.

The Next Newsletter...

... will be published in Autumn 2019. If you would like to amend your contact details, add colleagues to the newsletter distribution list or leave general feedback, please email us.

Until then, have a wonderful summer!

Tel: +44 (0)203 8172100

Email: surveytransformation@mcga.gov.uk

Web: www.dft.gov.uk/mca

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All previous SITP Newsletters can be found on GOV.UK

(<https://www.gov.uk/government/publications/survey-and-inspection-newsletters>)