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| **Job Title:** | **Lead Technical Author** | **Job Holder:** |  |
| **Division:** | Maritime Solutions | **Grade:** | SC |
| **Discipline Area:**  | Support | **Last Updated:** |  |

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| **Job Purpose:**  |
| The Lead Technical Author provides technical and administrative support to Engineering, Bids and Projects (including Product Development Projects) as well as other departments across the company. This is primarily delivered through the writing of technical documentation and reports and involves communicating with customers and managing small/medium work packages to time, quality and cost objectives.The jobholder will need leadership capabilities as they will play a key part in developing this capability within the business, developing our processes, and growing the team.As a Technical Author you will be responsible for creating clear, concise, and user-friendly documentation for our Defence products. You will work closely with cross-functional teams, including engineers, project managers, and subject matter experts, to gather information and transform complex technical concepts into easily understandable materials. Your exceptional writing skills, technical proficiency, and attention to detail will be instrumental in ensuring our UK defence and export customers can effectively use our products. |
| **Responsibilities:**  |
| * Collaborating with subject matter experts and product teams to understand and gather information about SEA products
* Create, edit and update technical documentation, including user manuals for operators and maintainers and online help systems
* Create, edit and update document templates and support other users in their implementation.
* Organise complex technical information into logical and coherent documents suitable for various audiences, such as end-users, administrators, operators and maintainers
* Ensure the accuracy, clarity, and consistency of the documentation by following style guides and established standards such as ASD S1000D
* Conduct research and interviews with technical staff to gather information for documentation
* Create and maintain diagrams, flowcharts and other visual aids to enhance the understanding of complex concepts
* Review and incorporate feedback from users, stakeholders and internal teams to continuously improve the quality of the documentation
* Liaise with applicable external providers for graphics, translation and other specialist services as needed.
* Provide in-house training for content creators regarding writing styles, formatting, use of templates and structure of documentation.
* Keep up to date with the latest industry trends, best practices, and technological advancements to enhance the effectiveness of the documentation

You will be able to:* Act with a high degree of professionalism and dedication, modelling the core values of the company
* Work both individually, and within a team environment of multidisciplined specialists and engineering disciplines, in order to achieve project results and customer deliverables in a timely and accurate manner
* Engage in Continued Professional Development including attendance at internal and external training courses relevant to the job.
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| **Key Result Areas:** |
| The jobholder will be expected to:  |
| 1. Provide Specialist Technical Authoring support to Bids & Projects/Products: (70%)
* Support the Divisions and Business Areas in their Bid & Project documentation activities
* Create applicable document templates, style-guides and other baseline documentation material
* Carry out Technical Authoring tasks as defined, working with the designated engineering leads and project managers
* Compile and deliver to estimates for technical authoring work
* Produce bid & project deliverables to budget, timescale and quality, in some cases acting as Work Package Manager
* Support Bid Managers with the provision of Technical Authoring solutions in accordance with the requirements, and in compliance with the SEA Business Management System
* When required, provide input into Bid Reviews, and Pricing & Approval meetings as appropriate to the bid scope and programme.
1. Support other users/leading other Technical Authors(30%):
* Provide guidance through coaching and training of others and participating in reviews to enable others (e.g. Subject Matter Experts) to better convey concepts and designs through documentation and other electronic media
1. Operational standards:
* All work is to be carried out to the satisfaction of the Bid or Project/Product Manager
* Ensure stakeholder satisfaction through clear and honest communication, which must be provided in an appropriate and timely fashion
* Work is to comply with the Business Management System and project and quality plans
* All deliverable Technical Publications must be in line with agreed standards, formats and schedules
* Comply with the provisions of Health, Safety & Environmental (HSE) legislation, in order to assist in the maintenance of a safe workplace
* Act at all times in a professional manner, in order to project a positive and successful corporate image
* Understand and implement the company’s HSE policy by accepting individual responsibility, plus responsibility for those personnel under their authority, and for any others who may be affected by the company’s activities.
1. Skills/Qualifications:
* A good working knowledge of MS office suite and related IT, including an expert knowledge of MS Word
* At least five years direct experience creating defence related technical publications and related media.
* An awareness of Health & Safety at work Act 1974
* An awareness of ASD S1000D, Def Stan 02-40 & JSP 543 / 101 and STE100 guidelines
* Strong communication & Interpersonal skills
* The aptitude and drive to actively progress Continuous Improvement
* Proven customer interaction
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| **SEA Values:*** **Safety First –** We operate safely and responsibly, protecting each other and the environment.
* **One SEA Team –** We are in this together. One team, working ethically, respectfully & professionally. We take responsibility and challenge each other constructively
* **People Focussed –** We all contribute to making our culture one that is supportive and empowering; where everyone can grow and develop, feel valued and rewarded. We prioritise a healthy work-life balance
* **Delivery Excellence –** We exceed our commitments by delivering timely, quality outputs whether that’s for each other or our clients and partners. We are always looking for ways to innovate and continuously improve
* **Trusted Partners -** We partner strategically, collaboratively and always with integrity, whether that is between us inside SEA or externally.
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| Training: (if applicable) |
| NA |
| Reporting LineInitially, the jobholder will report to the Head of Maritime Support & Services while we establish the capability within the company. This may change over time as we create a larger Integrated Support Capability. |

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| Job LocationThe job will be hybrid working (WFH and Onsite) and be based from the Barnstaple, Bristol or Beckington Offices, although Barnstaple is preferred. Onsite working is likely to be required for 2 days per week. |
| **Job Holder Declaration:**I accept that the purpose and key result areas of my role with SEA are as outlined above.Signature:­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Line Manager Declaration:**I confirm that the purpose and key result areas of this role are as outlined above have been agreed with me as line manager.Signature:­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |