

Richfords

Flexible Technician – All locations



Richfords have a unique part to play in giving people their lives back following disruption from unexpected property damage. We believe that customer needs are at the heart of what we do. At Richfords we constantly strive to improve the quality and efficiency of our service. We work with honesty and trust, with quality in everything that we do, from the small to the big things. We respect the uniqueness of every person and value learning and mutual development on a daily basis. We respond promptly to support customers with positive actions to enable them to re-gain use of their property as soon as possible. We work for many of the UK's top insurers and loss adjusting firms.

Richfords is an expanding company with an enviable reputation in the fire and flood restoration industry. This vacancy offers an excellent opportunity for someone with the right attitude looking to develop new or existing skills through training and supported experience. You will also have the opportunity to qualify as a nationally recognised BDMA Senior Technician.

The role of a Richfords Flexible Technician

Flexible Technicians work together as a close team assisting families and businesses to recover following fires, floods and other types of damage causing incidents; by carrying out expert restoration each Flexible Technician enables our customers to get their lives back quicker and with less disruption and it therefore very rewarding. One of the great advantages of working as a Flexible Technician is the ability to work with us on a flexible basis. For example during the winter when we are traditionally very busy there is more work for the Flexible Technician team. Flexible Technicians are able to inform us of their availability to work and in doing so allows the job to fit around the candidate's commitments. Due to this the Flexible Technician role would suit candidates with a second income such as a pension or part time work and who would not be reliant on the restoration work for their sole income.



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A Flexible Technicians Week

Jane is a retired police officer and was keen to continue working, doing a job that is really worthwhile and helps people. Working as a Flexible Technician at Richfords means that Jane is able to work in a role making a real difference to people's lives, whilst supplementing her income and having the flexibility to work hours that suit her.



Friday Afternoon

Jane receives a call on Friday afternoon to see what her availability is for the following week; Jane is available all week. Richfords receive a call regarding an elderly couple that have suffered a burst pipe in the loft, causing damage throughout their home. A Richfords team are on site and have carried out damage limitation work, such as removing wet carpets. However they could use Jane's help on Monday to install the drying equipment and to pack up contents for transportation back to Richfords headquarters for restoration.

Jane is available and is contacted and given details regarding Monday. Monday

8.00am – Jane arrives at the Richfords depot and collects a visit sheet; this gives Jane the details of the work to be carried out and the location of the property. She collects the additional dehumidifiers and specialist-drying equipment needed for the day and loads them onto a Richfords response vehicle.

Jane arrives on site and after discussing what work will be done with the Richfords BDMA Technician who is already at the property, she begins work. This includes removing a damaged ceiling, bagging up debris, installing drying equipment and carefully packing up the damaged contents.

5pm – After a full day out onsite Jane drives back to the depot, empties the debris from the vehicle, unloads the boxes of contents and signs them in with the in plant team and replenishes the equipment used from the vehicle so it is ready to be used again the next day. Jane says *“Working as a Flexible Technician is great. I get to do valuable work helping people recover from all types of incidents and I still maintain the flexibility to not have to work all of the time.”*

Thursday

7.00am – Jane gets an early start and meets one of Richfords full time technicians at the Richfords Depot. They drive up to the property in Wiltshire where they meet two more Flexible Technicians from



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Richfords M5 depot. The team spend the day carrying out damage limitation work such as cleaning uPVC window frames as these can be stained by fire residues. The team also improves the air quality by installing air scrubbing equipment.

5.00pm – After a full day the team drive to the pre-booked hotel that Richfords has organised and enjoy a relaxing evening having dinner in the local pub.

Friday

The team continue working on the fire-damaged property throughout the day completing the restoration before driving back to base. After unloading the debris and equipment from the van and giving it a wash, Jane pops in to see the Richfords resources team, she catches up and see's if she is needed next week.

Jane comments, *“Being a Flexible Technician gives me great flexibility. With my pension income I don't necessarily need to work, but it is great to do this valuable work and the extra income means we can do all the things we want with our spare time. Working flexibly allows me to take holidays when it suits me, so my husband and I often take advantage of last minute deals. The quiet periods in the summer means we sometimes don't work for a few weeks at a time, but this allows me to look after my grandchildren, which helps my daughter with childcare”.*

The Role

- Work as part of a team of trained restoration technicians to carry out restoration work.
- Be able to gain the respect of our customers while working in their homes or business.
- Attend fire damaged properties to remove fire residue and restore the property to it's pre-incident condition
- Attend water damaged properties to carry out damage limitation work such as extracting standing water and install drying equipment
- Work on content items both on site and in plant
- Need to be able to work flexibly both in location and in time.
- To be able to undertake site surveys to accurately assess the work required to bring the affected property to pre incident condition.
- To be to undertake any work to restore the property to pre-incident condition.
- Drive Richfords Response Vehicles



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Essential specifications

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- Ability to problem solve and deal with quickly changing circumstances yet ensure all the details are dealt with efficiently
- The ability to develop own performance to contribute to continual improvement in the quality and efficiency of our service to customers.
- Excellent customer service.
- You must hold a full UK driving licence or equivalent
- Ability to follow standard procedures to ensure proper administration of the company and projects.
- Have a good work ethic, natural optimism, enthusiasm and a positive 'can-do' attitude.
- An ability to work in collaboration with your team, our suppliers, sub-contractors and support teams and maintain good business relationships with work referrers.
- Ability to use IT and smart phones and appropriate software packages.
- Desirable requirements
- Have experience of being a restoration technician
- Be a member of the BDMA
- Have a good working knowledge of building structures.
- Have experience of Cleaning and sanitizing

£8.50 per hour, Zero hour contract



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