

Richfords

Resource Coordinator – office based (Redruth)



Very important member of the logistical and resources team, able to learn quickly and connected strongly with our values and missions, arranging the numerous day by day actions in the field for our technicians and partner companies, and agreeing these with the customer.

This is a very fast paced and varied role based entirely in the office providing support arranging appointments and resources for our teams working in the field across the UK, the Channel Islands, the Isle of Man and Ireland.

Successful people in this role have previously held positions in administrative, supervisory or logistics roles.

In this role you would need to be able to handle a large workload of individual resource requests of many different types. An example would be a request to organise a visit by one of our technicians, anywhere in the UK, where you would need to match the customer's needs with one of our technicians who has the right skills. You would have to work within the technician's existing appointments, the travel time involved, and reach an agreement with the customer in line with our service agreements. Associated with these visits you will sometimes need to book flights, hotel rooms or specialist equipment for the visit.

On other occasions in this role you will regularly be asked to locate a new specialist service provider as our lists of such specialist are not complete for all areas of the country. When doing this you will need to be able to quickly assess if they are the sort of person we can work with and carry out validation checking before instructing them.

You will need the ability to accept each incoming request no matter how unusual in a positive way with a problem-solving attitude. This should come naturally to you if this is the right job for you. You will get used to expecting the unexpected.

For you to be able to gain cooperation and manage our customer's expectations you will need to be able to communicate well over the telephone and by email with a wide range of people. This will be with our technical teams, the other people we work with and also a very wide range of customers from elderly people with disabilities and special needs to well known celebrities or the most wealthy people in the country.



INVESTOR IN PEOPLE

Richfords



This role is very varied and suits a person who really enjoys this day-to-day variety, with few days the same. Yet, happily working in a structured way to agreed protocols and methods, each day dealing with different types of incidents and people. You will be a person who enjoys the fact that we provide practical assistance to people affected by sudden events, and someone who can communicate with all the parties involved to help them work out the way forward – able to plan and problem solve. You will be part of the team that is strongly motivated to help them recover their normality. So, a person who can relate to the customers and empathise with their situation yet at the same time a person who keeps a professional detachment. A person who is providing support through arranging for actions to be carried out. Support through our thorough approach and follow up – so that everything we say we'll do gets done.

For this role a person who is a very clear and effective communicator and can connect with and gain the respect of customers of all types.

We will expect you to be able to respond to periods of intense activity by altering your normal working routines and sometimes your hours of work – whilst it is not expected that you will normally work out of the office we would want you to visit sites to witness the work we do and meet some customers.

This is a salaried post where you will earn between £19,000 and £21,000, depending on experience. Standard hours are 40 hours per week.



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