

Richfords

Restoration Claims Handler – office based (Redruth)



A critical role supporting the Claims and Restoration Manager by carrying out much of the customer, colleague and partner communication, able to learn quickly and connected strongly with our values and missions, and able to ensure that each action defined in the incident scope is resolved and completed, and assisting with BS12999, FCA and H&S compliance on each incident.

This is varied role based entirely in the office providing support to the **Claims and Restoration Manager** to ensure that the liaison between all parties on each incident is well organised. The person in this role ensures that the collaborations with other trades and contractors goes well and makes sure there is proper communication with the customer and insurance professionals such as insurance claims staff and loss adjusters.

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

Supporting the Claims and Restoration Manager

In this role you would deal with the day-to-day information coming in from the projects you have been assigned. These would require you liaise and inform the customer, loss adjuster or insurer of updates, visit outcomes and sometimes to request a decision from them. You would have a critical part to play in supporting the Incident Manager in ensuring compliance with BS12999, the FCA and H&S regulations.

We are committed to reducing claims costs and incident duration. You would work with the Incident Manager to develop and improve these two aspects of our service.

You will need the ability to accept each development on your projects 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 very wide range of people. This will be with our technical teams, the other people we work and also a very



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wide range of customers from elderly people with disabilities and special needs to the most wealthy people in the country or well known celebrities.



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.

You will need to be able to demonstrate leadership generally when consciously linking your behaviour and actions to our values. Your own personal values are likely to be closely aligned with ours or you will be able to easily connect with our values, and demonstrate through your behaviour that you do. (Visit our website to view Our Values document).

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 £18,000 and £21,000 depending on experience. Standard hours are 40 hours per week.



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