

## Richfords

### Senior Field Technician (M25 – Bracknell and M5 – Cullompton)



Senior member of the technical team, able to learn quickly and connect strongly with our values and missions, working practically in customers properties, or leading small teams, to help our customers recover their lives, and taking responsibility for health and safety.

We have traditionally called this role a Senior Technician role but we realised recently that we have great people in this role who wouldn't have seen themselves as "technical", or applied for a job as a technician. Successful people in this role have previously been in the military, in the building trades, from the fire service or from a management background. So please read on with an open mind and see if this role fits with you.

This role is very varied and suits a person who really enjoys 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 people in their own homes or workplaces. A person who enjoys providing practical assistance to people affected by sudden events, yet who can sit down with them and work out the way forward - able to plan and problem solve. A person who is motivated to help property owners recover their normality. We are often trusted to enter right into our customer's lives, and to work closely with them for a few days or weeks, so you would need to be a person who knows how to behave respectfully in each situation. A person who can relate to 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 actions. Support through our thorough approach and follow up - so that everything we say we'll do gets done.

You will need to be able to demonstrate leadership either when heading up a team of colleagues or more 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. (See separately Our Values document). You will be expected to take responsibility for site Health and Safety and specific training will be provided for that.

You'd need to have a home life that permits you to be absent for periods from a few days to a few weeks at a time, while you respond to situations outside your neighbourhood. You will enjoy the very positive feedback and appreciation from customers but realise that the other side of this is that you need to be very comfortable responding to their needs when they arise. You will occasionally need to cancel social commitments at short notice to enable you to do your job. You would need to be able to be comfortable with this and



INVESTOR IN PEOPLE

## Richfords

to be able to recognise the value of the work you do to the lives of the people affected. We run with on-call rotas so there can be down time, yet we cannot predict wide area flooding or sudden individual events such as fires, which may create a need for our support. These responsibilities are of course shared across the team and we work hard to ensure there is adequate recovery time after periods of intense work.



Being in this responsive role you will be provided with a fully equipped vehicle and often you will drive directly to your first job from your home. You'll work an average of 45-50 hours per week including some compulsory and some voluntary overtime. You'd be paid for the hours you work plus other payments for on-call and call outs to emergencies.

**What we can offer you: Richfords is a market leader in high net worth and heritage property claims restoration. Therefore by joining our growing team you will be able to play a key role in the growth and further development of the organisation. We will support your continued learning and professional development so that as our business grows your potential within the Restoration sector grows with it. We have offer an industry leading employment package including guaranteed earnings of £35,000 - £38,000 pa, depending on experience (plus London weighting, if applicable), 3% matched contributory pension scheme and healthcare voucher scheme as well as 28 days holiday entitlement.**



INVESTOR IN PEOPLE