

Post: Field Co-ordinator

Depot Location: Binfield, Bracknell

Remuneration: £15.50 per hour plus benefits

Framework

- To lead their team effectively and to deliver the team's continually improving performance in the speed of recovery of people's lives and efficiency of our operation.
- To develop strongly productive relationships with the other teams to continually improve our service through their own exemplary behaviour and through coaching of the team
 - to continually improve the speed with which we ***Turbo Charge The Recovery Of People's Lives***
 - to continually improve our efficiency of operation to enable us to ***Slash The Cost Of Claims***
 - to constantly improve our **Restoration Focussed Damage Management Approach** resulting in reduced use of other trades and constant evolution of our own staff's skill set
- To control the costs of running the team within the financial constraints of the business to produce **sustainability through profit**

Prerequisites

The demonstration of all the requirements for Technician Level 2

Responsibilities and Behaviours of a Field Co-ordinator

Responsibilities

1. Day to day management of field staff at the Depot including mentoring, coaching and supervising to meet the outcomes described in the Framework.
2. Conducting staff appraisals with Depot Field Staff
3. Analysing field staff competency and training needs. Arranging any required training.
4. Liaison with Resources regarding diary allocations to ensure appropriately trained and competent staff attend the right jobs and that individuals gain appropriate experience.
5. Arrange on-call rota and any other rotas as appropriate such as M25 Rota

6. Arrange and co-ordinate response to 'surges', unexpected increased work demand, out of hour working and large scale emergency call-out.
7. Monitor Technician compliance with key procedures and policies including time sheets, credit card receipts, iForm job returns, personal and van appearance.
8. Attending and supervising the more complex and/or sensitive jobs
9. Conducting disciplinary investigations and interviews in conjunction with the Head of Production and where disciplinary action is proposed to be taken close consultation with the Directors and the approval of the HR department.
10. Conducting complex surveys.
11. Working with the Head of Production and other Field Co-ordinators to improve the company performance in line with the objectives stated in the Framework.

Behaviours

12. Able to demonstrate an ability to handle complex and stressful situations with tact and leadership.
13. Continuously looks to improve, support and energise members of their team through various forms of mediation / communication
14. Able to communicate to staff at all levels, clients such as Loss Adjusters and customers in an effective and respectful way.
15. Leads by example in terms of the company's key values of Responsive, Expert, Professional, Together and Innovative.
16. Deals with people and situations in line with the company's defined 'personality' of Intelligent, Caring, Reassuring, Positive and Confident whilst being effective and professional to maintain standards and achieve objectives.
17. Demonstrates an ability to manage and prioritise their own time to maximise efficiency.
18. Is an exemplar in terms of compliance with the companies procedures and policies such as time sheets, credit card receipts, i-form job returns, personal and van appearance.
19. Is pro-active in dealing with issues with the field staff, at the depot and on jobs.