



## Job Description

**Post:** Field Technician – M5 Depot, Cullompton, Devon

**Start Date:** ASAP

**Remuneration:** £9.00 - £9.50 per hour plus benefits

### An uncommon opportunity

We're in the business of giving people their lives back following fires and floods. We've been doing this for over 30 years, and continue to innovate and develop the service we provide.

These job opportunities give you the chance to join us in this important work. Richfords is a fast paced hard working environment. You can expect to be heard and for your opinion to count, and that it's possible for your suggestions to become a reality. A place where the work you do has value and purpose. Where the day to day is more varied and complex than you might expect.

### What about you?

If we are the right company for you you'll be naturally responsible and thorough. You will love to work productively with like-minded colleagues, supporting each other to get the job done, especially on the tough days. You like to be trusted and given responsibility, and you like to continually learn new skills. You will have a generally flexible approach to your responsibilities and find it easy to behave in the right way in different situations. We need individuals with various qualities and strengths.

You need to be a person who likes to learn - we will provide a variety of training methods using audio, video, and print supplemented by face-to-face training and coaching. These subjects could include information on building structures, insurance matters, our leadership and management methods, the use of our IT and mobile technology and specialist fire and flood restoration techniques, as well as compliance with BS12999. Depending upon your background some of these topics may not be required or indeed we may be able to learn from you.

You'll probably gather from this that you would be given a high level of trust and so the team would expect you to be someone who is naturally trustworthy and ethical, who they can rely on to be truthful and open.

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. (See our website for Our Values document).



Because we are expanding we have a number of different job opportunities. Please continue reading and if the role described below feels right for you we invite you to apply.

### **The role**

Important member of the technical team, well connected with our values, either a general all round technician or a specialist, perhaps in fire damage or in-plant work.

Successful people in this role have previously been in the military, in the building trades, from general industry, motor mechanical trade, retail, healthcare, education or from the fire service. In fact they can have done almost any other type of previous work. Some had been available to work because they had taken early retirement.

This role is very varied and potentially offers a fair amount of flexibility with annualised hours.

With annualised hours you are paid for all the hours you work each year and we provide reliable monthly pay, even your working hours each month may vary widely.

This role suits a person who really enjoys day to day variety, with few days the same. A person who enjoys being part of a team providing practical assistance to people affected by sudden events. A person who is motivated to help them 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 the customers and empathise with their situation yet at the same time a person who keeps a professional detachment.

Working as a field technician you will 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 need to be a person who is willing to learn. We will provide a variety of training methods using different methods to make it easy for you to learn.

**How much you will earn per year will depend on the annual hours you agree to work, and the type of technician role you take on, between £9 per hour and £9.50 per hour.**

**Please send your application form and CV by email with the subject "I'm interested" + the role title, to [team@richfords.com](mailto:team@richfords.com).**