

**Post:**                    **Leading Technician**

**Depot Location:**    **Binfield, Bracknell**

**Remuneration:**     **£13.50 per hour plus benefits**

### **Framework**

- To lead jobs and a specialist area effectively to deliver the continually improving performance in the speed of recovery of people's lives and efficiency of our operation.
- To develop strongly productive relationships with technicians to continually improve our service through their own exemplary behaviour and through coaching of the team in general and specifically in relation to their specialist area.
  - 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 jobs and a specialist area 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 Leading Technician**

#### **Responsibilities**

1. Development and supervision of a specialist area of restoration in their depot.
2. Mentoring and coaching of Technicians to meet the outcomes described in the Framework especially in relation to their specialist area. In the case of some specialist areas supervising a sub-team of Technicians for that specialist area.
3. Analysing field staff competency and training needs in relation to their specialist area. Arranging any required training through the Field Co-ordinator.
4. Liaison with the Field Co-ordinator regarding job allocations to ensure appropriately trained and competent staff attend the right jobs and that individuals gain appropriate experience in relation to their specialist area.
5. Be part of the on-call rota and any other rotas as appropriate such as M25 Rota

6. In conjunction with the Field Co-ordinator arrange and co-ordinate response to 'surges', unexpected increased work demand, out of hour working and large scale emergency call-out.
7. Encourage 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 jobs in their specialist area
9. Conducting complex surveys.
10. Working with the Head of Production and Field Co-ordinators to improve the company performance in line with the objectives stated in the Framework.

### **Behaviours**

11. Able to demonstrate an ability to handle complex situations with tact and leadership.
12. Continuously looks to improve and support performance in their specialist area
13. Able to communicate to staff at all levels, clients such as Loss Adjusters and customers in an effective and respectful way.
14. Leads by example in terms of the company's key values of Responsive, Expert, Professional, Together and Innovative.
15. 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.
16. Demonstrates an ability to manage and prioritise their own time to maximise efficiency.
17. Is an exemplar in terms of compliance with the companies procedures and policies such as time sheets, credit card receipts, iForm job returns, personal and van appearance.
18. Is pro-active in dealing with issues with the field staff, at the depot and on jobs.