



Job Description

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

Start Date: ASAP

Remuneration: Basic hourly rate of £11 with generous overtime and on call, standby and call out bonuses

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

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 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 on offer, an industry leading employment package including basic hourly rate of £11 with generous overtime and on call, standby and call out bonuses, we also offer a 3% matched contributory pension scheme and healthcare voucher scheme as well as 28 days holiday entitlement.

Please send your application form and CV by email with the subject "I'm interested" + the role title, to team@richfords.com.