

Project Manager

Location: Pool, Redruth, Cornwall

Start Date: ASAP

Type: Full Time, Permanent

Responsible to: Senior Project Manager

Your Career with Richfords

Richfords have a unique part to play in giving people their lives back following disruption from unexpected property damage. Our mission is to give our customers such a compelling experience that they cannot help but recommend us to their friends and family.

We believe that customer needs are at the heart of what we do and at Richfords we constantly strive to improve the quality and efficiency of our service. We work with honesty, trust and quality in everything that we do, from the small things to the large. We respect the uniqueness of every person and value learning and mutual development.

In a developing environment, your role is to support the Senior Project Manager to successfully resolve these incidents, which are sometimes resolved in a few days or over several months, and whose aim is to fulfill the company's responsibility to its customers. You will develop a positive, friendly and supportive working relationship with a wide range of external customers, usually on the telephone, from property and business owners/managers to insurance loss adjusters and claims staff.

Your Role

As a Project Manager, you will have a good telephone manner and be able to remain focussed and professional in a fast moving environment. You will be thorough, adaptable and have the ability to make decisions to move incidents forward to a satisfactory conclusion.

You will produce accurate project scopes and prices for Richfords clients and will regularly maintain project records. You will record and document information carefully and in an ordered way with a high level of detail and quality.

To generate reports as required.

You will carry out assessments to ensure that customer's needs are clearly identified and factored into project plans. You will then be responsible for ensuring customer's needs are met whilst using your understanding of damage restoration to solve challenging restoration problems with the assistance of the Richfords Production Team.

You will be aligned with Richfords' company values, conduct yourself in a professional manner, maintain your technical knowledge and keep up to date with industry best practices. In addition, you will have a full understanding of damage management techniques and work towards British Damage Management Association qualifications.

Person Specification

Essential

Take a pro-active approach to developing own performance to contribute to continual improvement in the quality and efficiency of our service to customers by consistently demonstrating:

- Professional and technical competencies
- Evidence of Graduate level learning and success
- Excellent managerial and interpersonal skills with previous customer facing experience
- Ability to work under pressure and regularly re-evaluate workload priority
- Excellent problem solving skills, with the ability to think ahead, pre-empt and offer effective solutions
- Excellent literacy and numeracy skills
- Ability to learn and adapt to new IT systems and understand hi-tech equipment as used on projects
- Ability to follow standard procedures to ensure correct administration as the company requires
- Awareness of work pressures on colleagues and pro-actively assist with and commit to complying with prompt submission of documentation as required
- Strong organisational skills with the ability to prioritise
- Active listening skills, with the ability to be considerate and empathetic
- Ability to strictly follow Health and Safety procedures for own safety and the safety of others and to comply with legal obligations
- Ambitious, flexible and highly motivated team player with experience working in a dynamic environment
- Ability to attend and contribute to team meetings and follow up actions appropriately
- Full UK car driving license holder

Desirable

- Project management experience
- Customer services experience
- Insurance sector experience
- Knowledge of building structures is advantageous but not essential

Salary: £20,000 – £23,000 (depending on experience)

Closing Date: Please note that there is no closing date attached to this post but it will be closed when sufficient suitable applications have been received.

Applications should be forwarded to team@richfords.com