



Leak Detection Technician and Incident Supervisor

About Richfords and our mission

Richfords Fire and Flood work in a “hidden” sector, not known to many. We’re in the business of **Giving People Their Lives Back** after unexpected property damage. Based in Redruth we service the country through our depots. Well established and respected, we are a values based organisation. As important as the skills you bring is that your values closely match our values.

An immersive role for a capable person

You love work, you love solving problems, you're enthusiastic, good company, like people, like detail, love good outcomes, love to cover all the bases, love to leave work satisfied and appreciated, love to help your colleagues achieve success, love to use technology to help you achieve a result, love to learn new things.

A responsive and adaptive role in a fast paced continually changing environment

The “Leak Detection Technician and Incident Supervisor” role in Richfords requires a special set of skills. Good at working on your own, taking responsibility, able to make your own decisions. Love being out on the road, going to work in a different home or business each day. Comfortable communicating with people of all types from the vulnerable to the very wealthy. Know you would be willing to work out of hours on an emergency incident, overtime working is a fairly normal requirement of this role. Love practical work and experience real satisfaction when you get things done!

Each week we receive calls from insurance companies whose customers suspect they have a plumbing leak - damp patches are showing up, or the heating system is losing water. Your job would be to find the leak. To do that successfully you need plumbing experience, with a good understanding of plumbing systems. We provide you with the tools and train you in how to use them: thermal imaging cameras, audio detection systems and tracer gas sniffers. There is plenty of variety in this role and, in most cases, you would also go ahead and use advanced techniques to dry the building.

After locating a leak, in most cases, you would specify and instal a drying system, and ensure that any trapped moisture is released.



As an Incident Supervisor

As an Incident Supervisor you will attempt to define a project plan on the first visit. Sometimes with leak detection it is necessary to make a second visit to carry out further investigation. Your project plan should give the customer their lives back in the shortest time possible. When this includes a drying process you would remotely monitor that on the portal and arrange follow up visits to adjust the drying or carry out other necessary work.

As a field based incident technician

Other responsibilities of the “*Leak Detection Technician and Incident Supervisor*” are that you carry out general technician duties. Whilst the leak detection specialisation is the central focus of this role you would also support customers who suffer from other types of incidents as described here.

As a field based incident technician you will make visits to incident sites, sometimes on your own, sometimes as part of a team or heading up a small team. You will be driving a Transit size vehicle which will be fully equipped to enable you to carry out the activities required. Some of these visits will be the urgent first visit where the building occupants need your assistance to deal with the fire or flood crisis. During these visits you will need to listen carefully to the customer needs and concerns, and then, with their agreement, carry out work to stabilize the environment. This could include extraction of water, decontamination of flood water residue, installing equipment to control the humidity, carrying out processes to remove air-borne particulates following a fire, finding and releasing trapped moisture or installing remote sensing technology to enable us to monitor the moisture conditions on our web portal. We describe this as a “big deal first visit” where we quickly bring the incident under control, and bring the quickest relief to the customer.

Could you imagine yourself really loving a job like this?

If you have experience of practical work, especially delivering service in people's homes or being a Team Leader then please respond as soon as possible. We'd very much like to hear from you. Send your CV to recruitment@richfords.com.