**Project Manager**

**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, Cornwall we service the country through our depots in Devon and Berkshire. 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.

**This is 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. You like listening to customers while they explain their needs, know how to raise your colleagues mood on those tough days, welcome appreciation and thanks, get pleasure from puzzling out a solution to complex customer requirements. You're known for getting a lot done, quicker, more productive than the average. If this describes you, then please, read more!

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

The “Project Manager” role in Richfords requires you to play a crucial part in the recovery of people’s lives. Mostly office based, this is a “Project-Manager-with-a-difference”. You would experience that each Incident is unique, and initially loosely defined; usually starting with an unexpected event, a fire or a flood, and an urgent response by our technical team. While your colleagues are responding to the event you would need to start to liaise with several stakeholders: the person or business affected (known as the Incident Owner), their Insurers, the Loss Adjusters and other contractors. As you start to do this you would begin to understand the needs of the Incident Owner, and consult with the technical team to define our scope of work, so that we can, where possible, meet those needs. At the same time you would have to make sure that our work offers value to the insurer and generally reduces the total claims cost. (We reduce the total claims cost by taking prompt action to prevent secondary damage and by specialist restoration techniques that avoid expensive replacements).

Sometimes the project changes direction due to decisions by insurers and your plans have to change. You need to be adaptable. Once each incident has a scope and direction you would need to monitor site visits and technical reports to keep it moving to a successful outcome, and within budget.

Your role would be to act as a leadership figure for each project supporting the Incident Owner and the other parties involved, to guide the work towards this outcome. For this role you need to be comfortable developing good business relationships with a wide range of customers; including busy celebrities, small business owners or vulnerable individuals with disabilities who need additional support. As well as with the insurer’s loss adjuster or claims staff, who require precise communication and responsiveness. You need to be able to read people and understand what can lay behind the words they are using. Be good at listening carefully, and making well founded decisions on your own.

**Could you imagine yourself really loving a job like this?**

Could you imagine yourself really loving a job like this? Do you feel like it is “just right for me”? If so then please respond as soon as possible. We’d very much like to hear from you.

Send your CV to recruitment@richfords.com.