

Job Title: Subsidence Specialist

Department/Location: Home Based

Reports to: Head of Subsidence

Description: The role of the Subsidence Specialist is to support and manage all aspects of subsidence claim investigation, consideration of policy coverage, and appropriate settlement in an efficient and timely manner. This will be an onsite and home-based position and will cover a designated geographical area whilst, working as part of team you will assist with other cases as workloads and holidays demand, you may have to cover other areas.

Responsibilities to include but not limited to:

- Carry out initial inspections and all prelim report completions.
- Assess damage; determine probable cause and have a detailed knowledge of all aspects of subsidence claims, and be able to interpret and apply policy cover, terms and conditions as appropriate.
- You will provide technical advice, support and guidance to all parties as well as proposing bespoke solutions in a friendly and professional manner.
- Determine further investigations and monitoring, where necessary, and any remedial or temporary works required.
- Provide a detailed ABI preliminary report within the agreed SLA's, maintaining high standards of communication always, both internally and externally.
- Process claims in accordance with insurers philosophy, standards, service levels and complaints procedure and proactively progress the claim.

Responsibilities continued:

- Attend re-visits as required and report accordingly and update all relevant parties.
- Respond positively to varying client requirements and changes in the wider business environment.
- Direction and instruction of site crews with setup of DEMEC studs for monitoring.
- Maintaining an awareness of new developments in engineering /insurance as related to subsidence claims and ensuring that appropriate matters are shared with the team.
- Attendance at company and client events and meetings are essential.

Summary of Position:

As a member of the GHG subsidence team you will be expected to show a high level of technical knowledge and professionalism at all times. You should have a real hunger for challenges and be interested in the more complex and technically challenging cases. Proactively progressing all claims to completion with the ability to respond positively to the varying customer/client requirements. You should have a confident and outgoing personality, enjoy business relationships and be adaptable to changes in the wider business environment.

Hours of work: 37.5 hours but additional hours may be required as detailed in the employment contract

Salary Range: Ranging from £45,000.00 to £65,000.00 dependent upon experience and qualifications.

Car Allowance (£5,000.00)

Employer and Employee 5% Contributory Pension

Private Health Care

25 Days Annual Leave, plus additional one day Birthday Holiday

	Essential	Desirable
Qualifications & Training	A degree in a building / engineering / surveying discipline or similar	Appropriate Chartered status Cert CII
Experience	Previous Experience as a subsidence/building engineer or property surveying. Full / clean driving license.	Minimum of five years' relevant work experience in role.
Qualities and Attitude	Ability to multi-task, effectively. Good technical and problem-solving skills, identifying solutions. Effective written and verbal communication skills, to articulate complex issues.	Self-sufficient, outgoing, confident, excellent communication skills, attention to detail
Product Knowledge	Detailed knowledge and understanding of Subsidence	Understanding of the NHBC

Competencies

Assertive, Persistent, Effective communicator, verbally and in written communication, Organisational skills, Effective Time Management, IT literate, Business conscious.

Approver:

Name: Steve Wright

Signature: *Steve Wright*

Date: January 2021

Title and/or Department: Head of Subsidence