

Job Title: Subsidence Technician

Department/Location: Home Based

Reports to: Head of Subsidence

Description: The role of the Subsidence Technician is to deliver and support subsidence monitoring, building repair specifications and supporting claim investigations. This will be a home-based position but working on a day to day basis it will require considerable travel within a designated geographical area of responsibility. You will provide advice and support to our clients as well as communicating in a friendly and professional manner.

Responsibilities to include but not limited to:

- Accurately assess and scope specifications for building repair requirements and produce a detailed specification of above ground repairs
- Administer timely tender submissions
- Attend pre-contract, WIP and final inspection meetings
- Assessing contractor estimates, controlling repair schedules and costs from panel contractors or non-panel contractors
- Report preparation for initial specification and final reports
- Attend re-visits as required and report accordingly and update all relevant parties.
- Assist with the management of the field force surveyors and contractors to support a case load of desktop validation claims
- Can respond positively to varying client requirements and changes in the wider business environment.
- Attending site locations to take monitoring readings, interpretation of results and preparation of reports
- Monitoring progressions to the subsidence specialist, proactively managing the claim progression, keeping all parties informed

Responsibilities continued:

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Summary of Position:

Working as a member of the subsidence team at GHG you will always be expected to show a high level of professionalism. Provide service and customer support during field visits, proactively progressing the claim to completion. Ability to respond positively to the varying customer/client requirements and 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 £25,000.00 to £40,000.00 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

Personal Specification:

	Essential	Desirable
Qualifications & Training	Qualified in building repair estimating or specification preparation industry	Building industry qualifications
Experience	Previous experience in producing repair specifications and managing property repairs	Five years' relevant trade experience dealing with all subsidence claims.
Qualities and Attitude	Organised with the ability to multi-task, and effectively manage own workload. Good problem solving ability to recognise difficulties and take proactive measures to overcome problems. Well developed and effective written and verbal communication skills, to articulate complex issues. Accepting of considerable travel requirements and nights away from home to fulfil the role requirements.	Self-sufficient, outgoing, confident, excellent communication skills, attention to detail with previous report writing experience in subsidence claim management.

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: February 2021

Title and/or Department: Head of Subsidence