



## ROLE PROFILE

<b>Title</b>	Report Writer	<b>Department:</b>	
<b>Location:</b>	Langley	<b>Job Banding:</b>	

**Purpose:** *What is the role purpose and how does it support our strategy?*

To analyse and interpret technical site surveys in order to prepare high standard, plain English reports for clients in order to seek authorisation for engineers to proceed with works required.

To assess work required, in a timely manner, against existing delegated authority limits, to maximise the engineer's time on site, and support 1<sup>st</sup> time fix rates, reducing the need for additional visits.

To provide outstanding customer service by offering and promoting the repair services of the Business to customers of Insurance clients as their preferred Supplier.

**Accountabilities:** *What are you here to do?*

- To interpret technical site surveys of drainage and fresh water systems and communicate technical information in a concise and easy to understand manner to customers, colleagues and clients
- To analyse specifications, plans and related technical data to produce quotations using a schedule of rates or time and materials
- To deliver a financially responsible estimating service for the business in order to maximise the company's profitability
- Assess and authorise work required against existing delegated authority limits
- Invoice completed work accurately and in a timely manner and submit to Finance for authorisation
- Updating existing visits/claims details of authorised work in line with client requirements
- Process all relevant customer data utilising company systems and procedures
- Undertake drainage validations on behalf of the Insurer, where the Insured own tradesman (IOT) has performed a Survey, through assessment of WinCan (CCTV), photos, estimates and proposed schedule of works
- To promote and offer our services to the customer in line with treating customers fairly (TCF)
- Where the customer wants to continue to use their own engineer, undertaking a validation service of CCTV, Photos, Estimates/Schedule of works required, on behalf of the Insurer.
- Proactively chasing and obtaining any necessary reports, or other relevant documentation, from third parties to support the claim validation process
- Recognising, and resolving customer dissatisfaction and complaints escalating where appropriate
- Provide excellence in customer service on every contact, understanding the client or customer's needs and delivering the best possible outcome

**Reports to:**

- Customer Service Team Leader

**Scope:** *how big is this job?*

- Providing sufficient coverage to ensure the timely creation of work schedule/estimate reports for clients to review and to seek authorisation of further works
- Promoting the services of the Business to obtain leads for the deployment of claims work to our 24/7 National Engineer Network.

**People Factors:** No direct report/people management responsibilities

## What is needed to do the job?

**Background:** *What experience is needed in order to be able to do the job?*

- Six months or more experience of working in a technical report writing and validation services environment, or similar, role
- Demonstrable knowledge of customer service principles and practices.
- Proficient in the use of multiple computer applications and data entry
- Experience of using Microsoft Office (Excel, Word and Visio etc.)

**Qualifications:** Are there any qualifications/ educational standards needed to do the job?

- Essential – Minimum of 3 GCSE's grade C or above which should include English and Maths, or equivalent
- Desirable – Higher Education (A Level or Degree) certification
- Desirable - Professional qualification in Plumbing/Drainage or Construction industry

**Regulatory Knowledge:** *What regulatory/legislative knowledge is needed to do the job?* Desirable – Understanding of Health & Safety Construction Regulations

- Transfer of Private Sewers and Lateral Drains (October 2011)
- Desirable - Awareness of the FSA regulatory environment and Treating Customers Fairly principles.
- Desirable - Awareness of Data Protection Act.

**Business Know How:** *What business knowledge is needed to do the job?*

- A good technical knowledge of construction or drainage infrastructure would be an advantage
- A good understanding of the WRc Drain Repair Book 3<sup>rd</sup> Edition.
- An understanding of plumbing terminology would be advantageous

**Person Specification:** *What personal qualities are needed to do the job?*

- Analytical and Logical - Strong mathematical and analytical skills
- Excellent communication skills – Able to clearly convey information and an ability to draft concise and grammatically correct written reports
- Knowledge of technical standards in preparing estimates and costings
- Decision Making – Proactive problem solver
- Commercial Awareness - The ability to make decisions, coupled with a good commercial awareness, to understand the impact of that decision.
- Excellent verbal and written communication skills - Professional telephone manner and an ability to draft concise and grammatically correct written responses when liaising with clients or customers.
- Organisational skills – must be well organised and be able to manage workload appropriately in order to achieve SLAs
- Enthusiastic and Resilient - Display a positive attitude, a willingness to learn and the ability to perform under pressure.
- Flexible - Ability to adapt to change to meet the changing demands of the work environment, working hours, or other unexpected demands.

This profile is not an exhaustive list of the activities that the role holder may be required to undertake.

The Company may require the role holder to perform other duties as deemed necessary to fulfil the requirements of the role.