

Internal Vacancy

Full Time – Technical Audit and Compliance Assessor

ISS Restoration, including Rainbow International and ISS Restoration Commercial Managed Operation, provide Disaster Recovery Services alongside a variety of Commercial Services to Insurers, Loss Adjusters and B2B clients throughout the UK. We currently have the following internal vacancy: **Technical Audit and Compliance Assessor**

Reports to: Customer Compliance Supervisor – ISS Restoration (Rainbow International)

Location: Office based - Mansfield

Main Purpose: The Technical Audit and Compliance Assessor's main goal and objectives is to assist in driving "Service Excellence" across our network by ensuring the most cost effective service is delivered by providing our customers with the most claim appropriate scope, technical and service delivery on a claim by claim basis. This includes assessing the skill level and technical solutions being offered by our franchise network, ensuring compliance of our system of work to ensure we deliver our core product right first time, every time.

Key Responsibilities:

- The main goal and objectives is to drive "Service Excellence" into the operational delivery of our network through collaboration with our field based technical team and customer service representatives
- To ensure that claims are scoped and validated correctly and have been priced in accordance to the policies and procedures specific to the requirements of each insurance company
- Review daily the technical delivery across the network which may include conversing with the onsite technician to discuss all options available
- DR&R scope of works must be checked to ensure the best possible technical solution has been recommended and provided, dependant on the nature of the claim and the customers circumstances
- Where any failures are identified ensure these are rectified before implementation
- Record any failures on our claims management system which are reported on a monthly basis via the Service Excellence Performance Management Report, enabling franchise owners to review the technical failures and incorrect working practices identified. Where trends are identified, that support plans are utilised in order to address the issues identified
- To ensure all calls are dealt with in accordance with service standards, acting professionally and efficiently at all times
- Recognise and promote technical competency and share best practice through most effective methods
- Provide input for changes to the contractual insurer rates and non contracted rates, ensuring that the description is a true reflection of correct price application
- Liaise with client review teams to discuss and address any concerns through to completion or escalate where resolution cannot be agreed
- Assist in training new operators in the field in your area of responsibility.

Experience

- At least 3 years' experience working in the Disaster Restoration Industry
- Working knowledge of Symbility desirable.
- Practical onsite experience desirable with recognised industry accreditation
- To be able to demonstrate continuous improvement initiatives
- Experience of dealing with challenging situations where negotiating skills are at the forefront of your approach

Qualifications

- Requires knowledge of the Disaster and Restoration industry
- With a relevant industry qualification in relation to BDMA/ IICRC or in-house restoration qualifications
- 3 – 5 years' experience working in the Insurance/restoration sector.
- Negotiating and claims management experience

For further information on this role please contact Andrea Morrissey a.morrissey@rainbow-int.co.uk , if you have an interest in applying for the role please inform your line Manager in the first instance.

Please note this vacancy will also be advertised externally