

Technical Advisor (Domestic Energy Assessment)

Department	DEA – Audit and Support	Start	ASAP
Location	Lutterworth or Wakefield (includes some Hybrid)	Reporting to	DEA Audit & Support Manager
Hours	37.5 Hours per week Mon-Fri 9am-5pm	Salary	£22,500 to £25,000 (dependant on industry knowledge and experience)

About the Role

Elmhurst leads the way as the UK's largest training and accreditation provider for Energy Assessors. Due to our continued success, we are currently seeking a new team member to join our Domestic Energy Assessment (DEA) audit and support team.

Based at our Lutterworth or Wakefield office, both locations offer the opportunity for hybrid working (with a minimum of 2-3 days in the office per week). This role is to be full time, Monday to Friday.

What can you expect to do in the role?

The main part of your role will be working as part of our DEA support team to offer high levels of front-line support to our members through the provision of excellent technical support mainly by telephone and email communications, with some auditing.

If you are not already trained as a Domestic Energy Assessor (DEA), full accredited training will be provided.

About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent.

We are seeking an individual who possesses a strong 'Can-Do' attitude and is willing to go the extra mile to provide a positive customer experience.

Essential skills and qualifications:



- ✔ The ability to provide high levels of customer service in a busy environment.
- ✔ The role is technical so requires good attention to detail and the ability to perform calculations.
- ✔ An excellent communication style for verbal and written correspondence.
- ✔ The ability to maintain good working relationships in a team environment.
- ✔ Comfortable working in an environment where IT is an important tool for our business.

Preferred (but not essential) skills and qualifications:



- ✔ Be a qualified DEA or have knowledge and experience of the energy assessment industry and EPCs.
- ✔ Have working experience in the built environment industry and be keen to receive full accredited training in Energy Assessment as a future career.
- ✔ Have a background providing telephone and customer support in another industry.
- ✔ An interest in renewable energies and/or sustainable buildings

Application process

- Send your CV with introduction to Carolyn, our HR Manager, at HR@elmhurstenergy.co.uk. Please let us know with your CV why this role is of interest to you and why you feel you are a great fit for the position.
- First stage: We like to start with an initial 10-to-15-minute telephone conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further.
- Interview: Successful candidates will then be invited to attend an interview.