

DEA Technical Consultant / Trainer

Department	DEA – Technical Consultant	Start	June 2024
Location	Lutterworth Opportunity for hybrid working (requiring a minimum of 3 days in the office)	Reporting to	Existing Dwellings Technical Manager
Hours	37.5 hours per week Mon-Fri, 9am - 5pm	Salary	£24,000 to £27,000 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 DEA (Existing Dwelling) technical department.

The role is based at our Lutterworth office, with the possibility for hybrid working for part of the week. The role is full time, Monday to Friday, 9am-5pm. Throughout the probation period, you will be required to attend the office full time. However, after the probation period ends, a minimum of 3 days is expected in the office.

What can I expect to do in the role?

In this role, you will be working within our Existing Dwellings support team offering Introductory Level 3 Domestic Energy Assessor Training to new delegates as well as continued professional Development courses to our new and existing members. This will be balanced alongside working with the support team to offer high levels of customer service support to our members through the provision of writing technical material and offering telephone and email support.

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, willing to go the extra mile to provide a positive customer experience.

Essential skills and qualifications:



- ✔ Domestic Energy Assessor Level 3 Qualified.
- ✔ 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 face to face, verbal and written correspondence.
- ✔ The ability to maintain good working relationships in a team environment.
- ✔ You should be comfortable working in an environment where IT is an important tool for our business.
- ✔ You should have experience in face-to-face and online training.

Preferred (but not essential) skills and qualifications:



- ✔ You may have experience in the built environment industry and be keen to receive full accredited training in Energy Assessment as a future career.
- ✔ You may have a background providing telephone and customer support in another industry.
- ✔ You may have an interest in renewable energies and/or sustainable buildings.

Application process

- Send your CV with an introduction to Carolyn, our HR Manager, at HR@elmhurstenergy.co.uk. Please let us know 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 be invited to attend an initial phone interview.