

# Technical Assessor/Advisor

<b>Department</b>	Training Department	<b>Start</b>	Asap
<b>Location</b>	Lutterworth (4 days) 1 Remote Hybrid/Remote	<b>Reporting to</b>	Learning and Development Team Leader
<b>Hours</b>	Mon-Fri 9am-5pm	<b>Salary</b>	£25,000

## About the Role

The role of Technical Assessor/Advisor is crucial in establishing Elmhurst as the leading training and qualification provider in our industry. This position is responsible for assessing, supporting, developing, and promoting Elmhurst Energy's external training services. The Technical Assessor/Advisor serves as a business advocate, actively promoting the Elmhurst brand and playing a vital role in achieving our vision of becoming the leading independent provider of building energy performance expertise, training, and qualifications.

### What can I expect to do in the role?

To maintain and enhance the quality of our services, all team members are expected to uphold the highest standards of customer service. This includes demonstrating professionalism, clear communication, responsiveness, and a proactive approach to resolving client queries and concerns. Every interaction should reflect our commitment to excellence, ensuring that clients feel valued, informed, and supported throughout their training journey with us.

Offering high levels of front-line support to our learners through the provision of excellent technical guidance mainly by online assessment feedback, telephone and email communications. The successful candidate will also utilise our online portfolio system to manage and review candidate progress efficiently.

If you are not already qualified as a Level 3 Domestic Energy Assessor (DEA), full accredited training will be provided.

Future development may also include the A1 CAVA Vocational Assessing qualification along with our other qualifications aligning with our business needs and growth. These include but are not limited to OCDEA, NDEA, Retrofit Assessor and Retrofit Coordinator.

## 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.

### Our Ideal candidate will have:



- ✓ The role is technical so requires good attention to detail and ability to perform calculations, analyse information and identify issues
- ✓ A excellent communicator for verbal and written correspondence, providing easy to understand feedback to learners
- ✓ The ability to provide high levels of customer service in a busy technical environment
- ✓ A keen eye for detail

### Preferred (but not essential) skills and qualifications:



- ✓ You may have a background providing telephone and customer support in another industry
- ✓ You ideally have Level 3 Certificate in Domestic Energy Assessment (DEA) or another relevant energy assessment and retrofit qualification.
- ✓ You ideally have Level 3 Certificate in Assessing Vocational Achievement (CAVA).

## Application process

Our preferred application route is through our careers page on our website. Alternatively you can send your CV with introduction to **hr@elmhurstenergy.co.uk**

- **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 for both of us.
- **Interview:** Successful candidates will then be invited to attend an interview. We prefer this to be in person at our offices in Lutterworth offices.

## Benefits

As well as being part of a great team, here are some of the other great benefits of being a part of the Elmhurst team.



### Receive a competitive salary

Opportunities for growth in pay and a company bonus.



### Putting your health and wellbeing first

Private medical cover and BUPA cash plan available for all your health needs.



### Giving you opportunities to grow

We invest in our people and continue to deliver training to help them grow and develop.



### Keeping things flexible with remote working opportunities

Depending on the role, we have adapted to accommodate a hybrid way of working.



### Get some much needed me time

25 days holiday. Not enough? Get more with our holiday purchase scheme.



### Regular parties, lunches and office pizzas

Our social committee ensures that work is fun with team activities, and days out.