

Existing Dwellings Technical Advisor



Department:	DEA Audit & Support
Location:	Wakefield / Lutterworth
Hours:	Mon-Fri 9-5 (Minimum 3 days in office)
Start:	ASAP
Reporting to:	DEA Audit & Support Scheme Manager
Salary:	£27,000 - £28,000 dependant on experience

About the Role

Elmhurst Energy is proud to be the UK's leading training and accreditation provider for Energy Assessors. As a result of our continued success, we are recruiting for a team member to be part of our existing dwellings support team.

What can I expect to do in the role?

In this role, you will be a key part of our Existing Dwellings Audit and Support team, providing high-quality frontline technical support to our members. This will primarily involve responding to queries via telephone and email, with some auditing responsibilities. Your contribution will help ensure our members and trainees receive expert guidance and support. As a front line contact with our members, Technical Advisors play a key role in promoting the Elmhurst brand, to meet our Vision to be the leading independent provider of building energy rating and assessment expertise.

Key Responsibilities

Technical Support

- Offer high levels of front-line support to our members and trainees. Through emails and calls.
- Auditing
- Technical Proficiency
- Teamwork and Collaboration

Key Competencies

- Integrity and impartiality
- Problem Solving ability
- Customer service orientation
- Adaptability and Continuous Learning

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:

- Have a level 3 in Domestic Energy Assessment
- 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
- You should be comfortable working in an environment where IT is an important tool for our business.

Preferred (but not essential) skills and qualifications:

- You may have working 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

- 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



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.



Competitive Salary
Opportunities for growth in pay and company bonus



Health & Wellbeing
Private medical cover and BUPA cash plan available



Development Opportunities
We invest in training to help our people develop and grow



Flexible Working
We have adapted to hybrid working (dependant upon role)



Holiday Purchase
Opportunity to purchase holidays in addition to our 25 days



Social Events
Our social committee arranges regular team activities