

Retrofit Technical Advisor



Department:	Retrofit
Location:	Lutterworth
Hours:	Mon-Fri 9-5 (Minimum 3 days in office)
Start:	ASAP
Reporting to:	Retrofit 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 expanding our Retrofit team based at our offices in Lutterworth.

Retrofit is a rapidly growing industry, and Elmhurst is at the forefront of this sector. With increasing government initiatives, the implementation of PAS 2035, and a national focus on energy efficiency and building sustainability, we are committed to growing our team to meet demand and maintain our position as market leaders.

In this role, you will be a key part of our Retrofit 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 they navigate the evolving retrofit landscape.

Key Responsibilities

Technical Support

- Offer high levels of front line support to our members and trainees. Through emails and calls.
- Auditing
- Creating technical bulletins
- Potential to Create and Deliver CPD

Key Competencies

- Integrity and impartiality
- Technical Proficiency
- Problem Solving ability
- Customer service orientation
- Adaptability and Continuous Learning
- Teamwork and Collaboration

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:

- Qualified DEA, as well as Retrofit Assessor
- 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