

Existing Dwellings Technical Advisor



Department:	Existing Dwellings Team
Location:	Lutterworth - includes some Hybrid working
Hours:	37.5 Hours per week - Mon-Fri 9am-5pm
Start:	ASAP
Reporting to:	Existing Dwellings Team Manager
Salary:	£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 Existing Dwellings support team.

This role is based at our Lutterworth office, with opportunities for hybrid working for part of the week. The role is full time but part-time hours may be considered.

What can I expect to do in this role?

The role of a Technical Advisor is vital to supporting members of our accreditation and competency schemes. Delivering the highest level of professional and quality support to our members through experience, skills and knowledge of the energy assessment industry is highly important in this role. As a key point of contact for Elmhurst members by phone and email, Technical Advisors play an important role in delivering a positive member experience and representing the Elmhurst brand. The role directly supports Elmhurst's 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

- If you would like to apply for this role, please send your CV to Carolyn, our HR Manager, at HR@elmhurstenergy.co.uk.
- Alongside your CV, please let us know why this role is of interest to you and why you feel you are a great fit for the position.



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