

Technical Assessor/Advisor



Department:	Training Department
Location:	Lutterworth (4 days) + Remote (1 Day) – Hybrid working
Hours:	37.5 Hours per week - Mon-Fri 9am-5pm
Start:	ASAP
Reporting to:	Learning and Development Team Leader
Salary:	£25,000

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 Training Department.

This role is based at our Lutterworth office, with opportunities for hybrid working for part of the week.

What can I expect to do in this role?

In this position you will be responsible for 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 Technical Assessor/Advisor is also responsible for supporting, developing, and promoting Elmhurst Energy's external training services. You will serve 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 rating expertise, training, and qualifications.

Key Responsibilities

As well as being responsible for offering high levels of front-line support to our learners through phone and email, you will also:

- Deliver portfolio workshops, one-to-one sessions and technical training to learners
- Utilise portfolio system to manage and review candidate progress efficiently.
- Support in the development and promotion of Elmhurst Energy's external training services
- Resolve learner queries and concerns effectively and professionally

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.

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

- 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