

Administration Assistant



Department:	Accreditation
Location:	Lutterworth
Hours:	Mon-Fri 9-5
Start:	ASAP
Reporting to:	Auditing and Complaints Manager
Salary:	From £26,000 dependant on experience

About the Role

To provide administrative and quality assurance support across Elmhurst Energy's Regulatory Audit, Complaints and Membership functions. The role involves supporting regulatory and compliance activities, processing membership applications, assisting with complaints administration, and maintaining accurate records and databases. The post holder will work closely with internal teams to ensure processes are followed effectively, regulatory requirements are met, and high-quality services are delivered to members and stakeholders.

Quality Assurance & Membership Administration

- Carry out suspensions, invalidations, and other operational QA processes to ensure accuracy, consistency, and compliance with scheme requirements.
- Maintain accurate records across quality assurance, complaints, and membership databases, ensuring data integrity and audit readiness.
- Process membership applications and support the administration of membership-related activities as required.
- Assist with the development, review, and maintenance of quality assurance documentation, forms, and operational procedures.
- Maintain complaint records and provide administrative support throughout the complaints process as and when required.

Regulatory Audit, Compliance & Reporting

- Support regulatory audit and compliance activities by providing information, evidence, documentation, and administrative assistance as required.
- Monitor compliance with internal procedures, accreditation requirements, and regulatory standards, escalating issues where appropriate.
- Produce, collate, and maintain reports relating to quality assurance, complaints, membership, and regulatory activities.
- Assist with audit preparation and ensure records are maintained to support compliance and regulatory requirements.

Operational Support & Continuous Improvement

- Work collaboratively across departments to support business objectives and ensure regulatory obligations are met.
- Identify areas for process improvement and support the implementation of best practices across QA, complaints, and membership functions.
- Provide operational support to colleagues and assist with additional tasks, projects, and departmental priorities as required.
- Be a proactive and supportive team member, contributing positively to the success of the department and wider organisation.

Key Competencies

- Attention to detail and accuracy
- Organisational and administrative skills
- Customer service orientation
- Regulatory and compliance awareness
- Effective written and verbal communication
- Team collaboration and flexibility
- Ability to manage multiple priorities and deadlines

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:

- Minimum of 2 years experience in complaints handling, compliance, or regulatory environments.
- Excellent written and verbal communication skills.
- High attention to detail and ability to manage sensitive information.
- Strong organisational and time management skills.

Preferred (but not essential) skills and qualifications:

- Knowledge of energy assessment schemes (e.g., EPCs, DEC, SAP, etc.).
- Experience working within an accreditation or certification body.
- Familiarity with relevant legislation (e.g., GDPR, consumer protection laws).

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 Lutterworth office.

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