

Recruitment Specification

Job Title	Technical Consultant	Updated	October 2019
Department	DEA (Existing Dwellings)	Reporting to	DEA Leader
Location	Lutterworth	Hours	37.5 hours - Monday to Friday 9am – 5pm
Salary	Dependant on experience		

Why would I want to join the Elmhurst team?

Elmhurst Energy is passionate about energy assessment and creating a more energy efficient society. We are recognised for driving standards of excellence in energy assessment. It has never been a more exciting time to work in energy efficiency. Government commitment to reduce carbon emissions to 'net zero' by 2050 means that there are numerous changes in legislation which will radically alter the way we build and heat our homes. Elmhurst Energy is a major player in this sector. We do this through our software development, training delivery and outstanding technical support.

Our benefits include 25 days holiday a year, plus bank holidays and the option to buy an extra week; 3 x annual salary death in service benefit; Medicash healthcare cash plan, private medical insurance after 2 years' service and pension. We also enjoy a range of fun teambuilding and fundraising activities throughout the year.

What is the role?

The role of DEA Technical Consultant is vital to help support members of our EPC accreditation scheme. Delivering the highest level of professional and quality support to our members through experience, skills and knowledge of the energy assessment industry. As a front line contact with our members, Technical Consultants play a key role in promoting the Elmhurst brand, to meet our Vision to be the leading independent provider of building energy rating expertise. Through audit we are able to ensure that members are operating within our standards and delivering quality energy assessments in line within Industry rules.

What type of things can I expect to do in the role?

- 🍃 Proactively offer a high level and consistent front line support to our members through the provision of excellent technical support, including telephone, written, and face to face communications
- 🍃 Ensure Elmhurst's products and services are understood by members
- 🍃 Carry out internal auditing of our members documentation to assure the quality of EPCs lodged through our scheme by the energy assessors we accredit.
- 🍃 Make observations with the objective of maintaining a high standard of data quality used to issue Domestic Energy Performance Certificates (EPCs) in line with industry guidelines.
- 🍃 Ensure incidents, queries and service requests are logged, prioritised, tracked and resolved

In time there may also be an opportunity for you to

- 🍃 Represent the team on product development projects
- 🍃 Prepare, provide and delivering training

What experience will I need to be successful in this role?

- To be successful in this role it is important that you have a 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.
- You will have proven experience of energy assessments and the energy assessment industry.
- You will have excellent communication skills, verbal and written.
- Have the ability and willingness to provide high levels of customer service working in a busy office environment.
- Good IT skills.

It would also be desirable if you:

- Have experience as an Energy Assessor

Application Process

If you wish to apply you should email your CV to caroline.moss@elmhurstenergy.co.uk

Closing Date for applications Thursday 31st October

Telephone interviews: Friday 8th Nov

Successful applicants will then be invited to attend an interview at our Lutterworth offices.

From Elmhurst Energy Mission Statement

“We are not just committed to our customers. We endeavour to provide our employees with a working environment underpinned by openness, integrity, respect and opportunities for personal development”
