



## ROLE DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Technical Consultant
<b>Location:</b>	Lutterworth Head Office
<b>Reporting To:</b>	Team Leader
<b>Purpose:</b>	<p>At Elmhurst we work together to be the leading provider of software, training and accreditation to the building, property, energy efficiency and environmental sectors.</p> <p>As a Technical Consultant you will contribute to this by providing; Front line technical support to Members</p> <ul style="list-style-type: none"><li>• Quality Assurance Auditing</li><li>• Representing the team on product development projects</li><li>• Promoting and generating opportunities for new revenue including assisting with marketing and scheme promotion, selling of training and software, complaints handling and technical support.</li><li>• Liaising and co-operating with other Support Teams within the business to ensure good understanding of processes and effective communications.</li></ul> <p>Technical Consultants work in one of three areas</p> <ul style="list-style-type: none"><li>• Existing Dwellings</li><li>• Non Domestic</li><li>• On Construction</li></ul> <p>each of which has an appointed team leader who reports to the head of Operations</p>
<b>Accountabilities:</b>	<p><b>1. Technical Support and Customer Relationship Management:</b></p> <ul style="list-style-type: none"><li>• To proactively offer a high level and consistent approach of Customer Service through the provision of excellent technical support (including written communication, face to face and telephone enquiries).</li><li>• Ensure Elmhurst's products and services are understood by customers with the objective of increasing revenues. For example, continue to look for opportunities in line with customer needs and assist with the development of new products and services, such as training courses, software</li></ul>

	<p>implementation etc.</p> <ul style="list-style-type: none"> <li>• Through excellent relationships and high quality standards, help the DEA team to ensure our customers remain with us and through the provision of a one stop shop to encourage assessors to transfer from competitors to Elmhurst.</li> </ul> <p><b>2. Interface with Support Teams:</b></p> <ul style="list-style-type: none"> <li>• Using technical knowledge and communication skills, develop good relationships with support teams who will assist with the marketing of energy products and services; with projects team for the implementation of new IT products; with accreditation, software and training administration team and with the other business units.</li> <li>• Continuously update your technical skills in order to provide the highest quality support to customers.</li> <li>• To ensure incidents, queries and service requests are logged, prioritised, tracked and resolved.</li> </ul>
<b>Pre-requisites</b>	<p>With strong operational experience within your technical area, the following attributes are required to carry out the role:</p> <ul style="list-style-type: none"> <li>• Qualified energy assessor</li> <li>• An in depth understanding of the Energy Industry, including market structures and domestic EPC software;</li> <li>• Technical expertise to be able to understand and implement the technical aspects of the Company's systems and services.</li> <li>• Experience of working in and promoting excellence in a customer focused environment.</li> <li>• Excellent communication skills; able to effectively communicate at all levels, both externally and internally, delivering messages in a clear, concise and professional manner;</li> <li>• An aptitude for or demonstrable experience of looking for revenue generating opportunities through selling and marketing.</li> <li>• Any experience of designing or delivering training, marking portfolios and QA or auditing would be advantageous but not essential as full training would be provided.</li> </ul>
<b>Salary and benefits Package</b>	<ul style="list-style-type: none"> <li>• Competitive salary based on experience and qualifications</li> <li>• 25 days holiday per year + bank holidays</li> <li>• Death in service benefits</li> <li>• Pension and private health care provision linked to length of service.</li> </ul>