

Retrofit Technical Advisor

Department	Retrofit Team	Start	November 2024
Location	Lutterworth - includes some hybrid (4 days office / 1 day WFH)	Reporting to	Retrofit Manager
Hours	37.5 Hours per week Mon-Fri, 9am-5pm	Salary	Dependant on industry knowledge and experience £24,000 - £26,000

About the Role

Elmhurst leads the way as the UK's largest training and accreditation provider for Energy Assessors. Due to our ongoing success, we are looking to increase the size of our Retrofit team, based at our offices in Lutterworth. Retrofit is a growing industry and Elmhurst Energy are the market leaders. Government initiatives, PAS 2035, and developments around energy efficiency and building sustainability mean that we continue to grow our team to deliver excellence to our members, both now and in the future.

What can I expect to do in the role?

The main part of your role will be working as part of our Retrofit Support to offer high levels of front-line support to our members through the provision of excellent technical support mainly by telephone and email communications, with some auditing.

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.

Essential skills and qualifications:



- ✔ Qualified DEA, as well as Retrofit Assessor.
- ✔ 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.
- ✔ 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 experience working 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

- Send your CV with an introduction to Carolyn, our HR Manager, at HR@elmhurstenergy.co.uk. Please let us know why this role is of interest to you and why you feel you are a great fit for the position.
- 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.
- Interview: Successful candidates will then be invited to attend an in-person interview.