

Existing Dwellings Technical Advisor

Department	Existing Dwellings Technical Team	Start	January 2025
Location	Lutterworth (includes some hybrid)	Reporting to	Existing Dwellings Technical Team Leader
Hours	37.5 hours per week Mon-Fri, 9am-5pm	Salary	Dependant on industry knowledge and experience £22,500 to £24,000

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 Existing Dwellings Technical support team.

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 the role?

The main part of your role will be working as part of our Existing Dwellings Technical team 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.

If you are not already trained as a Domestic Energy Assessor (DEA), full accredited training will be given.

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:



- ✓ 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:



- ✓ May be a qualified DEA or have knowledge and experience of the energy assessment industry and EPCs.
- ✓ May have working experience in the built environment industry and be keen to receive full accredited training in Energy Assessment as a future career.
- ✓ May have a background providing telephone and customer support in another industry.
- ✓ 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 with your CV 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.