

Trainee Technical Assessor/Advisor

Department	Training Department	Start	ASAP
Location	Lutterworth Hybrid/Remote	Reporting to	Learning and Development Team Leader
Hours	Mon-Fri 9am-5pm	Salary	£24,000 - £24,500

About the Role

The role of Technical Assessor/Advisor is crucial in establishing Elmhurst as the leading training and qualification provider in our industry. This position is responsible for assessing, supporting, and developing Elmhurst's training services.

What can I expect to do in the role?

The main part of your role will be to work alongside our core training team, providing essential support and guidance to learners throughout their journey on the Domestic Energy Assessor training course – Elmhurst's most popular qualification course. You will play a key role in delivering exceptional front-line support to learners through technical assistance, primarily via online assessment feedback, as well as telephone and email communication. The successful candidate will also be responsible for managing and tracking candidate progress efficiently using our online portfolio system.

Not already trained as an Domestic Energy Assessor (DEA)? Don't worry, fully accredited training will be provided to you. Moreover, future development will also include the A1 CAVA Vocational Assessing qualification.

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:



- Exceptional attention to detail
- Strong all round communication skills-
- A commitment to delivering outstanding customer service

Preferred (but not essential) skills and qualifications:



- You may have a background providing telephone and customer support in another industry
- You ideally have Level 3 Certificate in Assessing Vocational Achievement (CAVA) however not a necessity

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**
 1. 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.
 2. Interview: Successful candidates will then be invited to attend an interview. We prefer this to be in person at our offices in Lutterworth offices.

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.



Receive a competitive salary

Opportunities for growth in pay and a company bonus.



Putting your health and wellbeing first

Private medical cover and BUPA cash plan available for all your health needs.



Giving you opportunities to grow

We invest in our people and continue to deliver training to help them grow and develop.



Keeping things flexible with remote working opportunities

Depending on the role, we have adapted to accommodate a hybrid way of working.



Get some much needed me time

25 days holiday. Not enough? Get more with our holiday purchase scheme.



Regular parties, lunches and office pizzas

Our social committee ensures that work is fun with team activities, and days out.