

# CAREERS AT CERTSURE

<b>Job Title:</b>	Technical Helpline Engineer
<b>Location:</b>	Head Office / Home Based
<b>Salary:</b>	Competitive salary plus excellent benefits
<b>Hours:</b>	Full time
<b>Contract:</b>	Permanent
<b>Vacancy Number:</b>	TH/12/20
<b>Closing Date:</b>	31 <sup>st</sup> January 2021

## About the role...

We have an exciting opportunity for a Technical Helpline Engineer to join our Technical Services team. The main purpose of the role is to provide technical support to Certsure clients via telephone, e-mail and written correspondence, as well as to provide technical support for the Certsure Customer Relations team and any other relevant project as required.

## About the company...

Certsure is a market-leading certification body. Operating the NICEIC and ELECSA brands, we've been in business for over 60 years. Our mission is to make a positive difference to our customers and our people, and to provide a service that's second to none. Our values are important to us, and are all about doing the right thing, making a difference, investing for the future and achieving results.

We're extremely proud to be a **Best Company to Work For**. This demonstrates how important our people are to us and recognises everything we do to make sure our people have a working experience that's the best it can be.



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## What you'll be doing...

- Responding to technical enquiries relating to BS 7671 and related British Standards and other Industry Codes of Practice from contractors and others
- Providing professional and technical advice to all customers and the commercial team where required to help promote the business
- Representing Certsure and its brands at meetings, forums, seminars, exhibitions and other events as required
- Attending and contributing to Certsure technical conferences
- Carrying out technical validation for all schemes operated by Certsure
- Support the Certsure Customer Relations Team by providing technical advice and guidance in respect of consumer and customer complaints
- Supporting Certsure's digital communication activities by providing technical advice and guidance to Certsure's customers and others via a range of platforms including live streaming and webinars

## What we're looking for...

- A minimum of an ONC/Full Technical Certificate in Electrical Engineering or equivalent
- Excellent knowledge of the current edition of BS 7671 the Requirements for Electrical Installations and related Codes of Practice
- Experience of the design, site supervision, maintenance, and verification of electrical installations
- Good communication skills with an ability to work collaboratively across all areas of the business
- Takes ownership and personal responsibility for own learning and development
- Ability to work independently or as part of a team
- Good IT and writing skills

## What we offer you...

- 25 days annual leave (pro rata for part time)
- Up to 3 flexi-days each year (pro rata for part time)
- Special domestic leave of up to 5 days each year (pro rata for part time)
- Learning and development opportunities
- Pension scheme
- Life Assurance
- Private healthcare



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- Access to 'Connected' which is our Reward Gateway Hub
- Subsidised café and gym facilities at our Head Office
- Loyalty days
- Loyalty awards
- Employee of the month scheme
- Refer-a-friend scheme
- Free eye tests
- Bike loan scheme

## Find out more about us...

Websites: [www.certsure.com](http://www.certsure.com) or [www.niceic.com](http://www.niceic.com) or [www.elecsa.co.uk](http://www.elecsa.co.uk)

Twitter: @CertsureLLP, @officialNICEIC, @officialELECTRA

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

## How to apply...

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to [vacancies@certsure.com](mailto:vacancies@certsure.com).

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.

