

CAREERS AT CERTSURE

Job Title:	Technical Helpline Engineer
Location:	Homebased
Salary:	Competitive salary plus excellent benefits
Hours:	Full time Although this role is advertised as a full-time role which will be contracted to work 35 hours per week, we'd be happy to consider part-time working arrangements, and we're flexible as to how we can approach this in a way that works for both you and Certsure. Please don't hesitate to contact us for further information, or if you'd like to speak to someone to discuss this in more detail.
Contract:	Permanent
Vacancy Number:	021/050
Closing Date:	29/01/2022

About the role...

We have an exciting opportunity for a Technical Helpline Engineer to join our Organisation, this role is Home Based. The main purpose of the role is to, provide technical support and advice to Certsure's customers via telephone, e-mail and written correspondence. This role will also provide technical support for the Customer Relations team and any other relevant projects.

About the company...

Certsure offers industry-leading certification services, Building Regulations schemes, products and support to the construction industry.

We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brands NICEIC and ELECSA.

Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really "get" our customers – we are always on the lookout for talented people to join our team.



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What you'll be doing...

- Respond to technical enquiries relating to BS 7671 and related British Standards and other Industry Codes of Practice from contractors and others.
- Provide professional and technical advice to all customers and the commercial team where required to help promote the business.
- Represent Certsure and its brands at meetings, forums, seminars, exhibitions and other events as required.
- Attend and contribute to Certsure's technical conferences.
- Carry out technical validation for Electrical and BAFE schemes operated by Certsure.
- Support the Customer Relations team by providing technical advice and guidance in respect of consumer and customer complaints.
- Refer any non-technical issues to the relevant department.
- Help in the training of new Engineers.
- Support 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.
- Provide statistical information for analysis and reporting.

What we're looking for...

- Minimum of 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.
- Excellent 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.
- Excellent IT and writing skills.
- Ability and commitment to follow Certsure's Behaviours for Success.

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



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- Private healthcare
- Employee Discount platform
- Loyalty days
- Loyalty awards
- Employee Recognition
- Refer-a-friend scheme
- Free eye tests
- Bike loan scheme
- Home Office Allowance and Home Office Equipment Reimbursement budget

Find out more about us...

Websites: www.certsure.com or www.niceic.com or www.elecsa.co.uk

Twitter: @officialNICEIC or @officialELECSA

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.

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.

