

CAREERS AT CERTSURE

Job Title:	Technical Services Engineer
Location:	Homebased
Salary:	Competitive salary plus excellent benefits
Hours:	Full time – 35 hours a week
Contract:	Permanent
Vacancy Number:	023/056
Closing Date:	15 th September 2023

About the role...

We have an exciting opportunity for a Technical Services Engineer to join our Organisation.

Technical Services Engineers provide accurate and timely technical support and guidance to Certsure's customers and stakeholders using methods including telephone, e-mail, written correspondence, online platforms, technical presentations, and events. The role also includes providing technical support to Certsure's Customer Relations team, other Certsure departments and relevant projects as required, across the business. The development of technical material such as The Wire presentations, Connections articles and Q&As, and team processes and procedures to promote Technical Integrity across the business is also included within the role, together with the review of assessment reports for certification decision making purposes across Certsure's certification schemes.

In this role, the successful candidate will be working remotely from their home with the requirement to attend Certsure offices and external events as and when required. Such attendance to the office, may be required by your manager (for example to complete any training that may be necessary for Induction, to integrate you into your new team, attend meetings; and to complete such tasks required in the office etc.) You'll be provided with the necessary IT equipment to support remote working.

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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 brand NICEIC.

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.

We aspire to have a diverse and inclusive workplace, and as an equal opportunities employer, Certsure is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

What you'll be doing...

- Respond to technical enquiries from Certsure's customers and others, relating to BS 7671, related British Standards and other Industry Guidance and Codes of Practice.
- Provide professional and technical advice to all Certsure's customers, the Customer Relations team, all other Certsure departments and relevant projects as required, to help promote the business.
- Represent Certsure and its brands at meetings, forums, seminars, exhibitions, and other events as required and share the feedback with the relevant people and teams.
- Attend and contribute to Certsure conferences.
- Carry out technical validation for certification schemes operated by Certsure.
- Support the Certsure Customer Relations Team by providing technical advice and guidance in respect of consumer and customer complaints undertake Special Inspections where required.
- Refer any non-Technical Services issues to the relevant Certsure department or external body.
- Record statistical information for analysis and management reporting.

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- Help in the training of newly appointed Technical Services 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.
- Any duty not mentioned above that is commensurate with the role and position within the company.

What we're looking for...

Essential

- Minimum of a recognised Craft qualification as listed in the Electrotechnical Assessment Specification (EAS) Qualification Guide, or equivalent experience in a related discipline with a demonstrable commitment to Continuous Professional Development.
- EAS accepted Initial Verification and Periodic Inspection qualification or equivalent experience in a related discipline with a demonstrable commitment to Continuous Professional Development.
- Excellent knowledge of the current edition of BS 7671, the Requirements for Electrical Installations and related British Standards, regulations, Codes of Practice, and Industry guidance.
- Experience of the design, site supervision, maintenance, and verification of electrical installations.
- Ability to communicate at all levels.
- Enthusiasm to take ownership and personal responsibility for own learning and development.
- Ability to work collaboratively across all areas of the business.
- Ability to work independently or as part of a team.
- Good IT and writing skills.

Desirable

- An HNC/HND in Electrical Engineering or equivalent.
- Membership of the IET or similar professional body.
- An awareness of current industry initiatives.
- Personal effectiveness and planning skills.
- UK driving licence.

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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
- 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

Twitter: @officialNICEIC

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.