

Role Title: Trainee Sustainability Engineer, Concertus Design & Property Consultants**Based: Ipswich****Salary: £ TBC****Accountabilities****1. Team Worker**

- Participate as a member of the Concertus team supporting colleagues and working collaboratively to develop the business.
- Work flexibly to support delivery across the service.
- Take ownership for own personal development.

2. Customer service

- Provide an efficient and business-like point of contact. This includes responding to internal and external enquiries and (via face to face, telephone, email).
- Deliver a consistent and professional level of customer service at all times to Clients and other practices within the industry.

3. Business delivery

- All thermal modelling duties including Part L Calculations, Energy Performance Certificates and heating / cooling loads for onward use by other design engineers.
- Daylight modelling, natural ventilation simulations and overheating analyses.
- Report writing and technical examination of results.

4. Communicate effectively

- Create a positive and professional first impression of Concertus.
- Deal with all contacts professionally.
- Ask questions and be willing to learn.

Measures of Success

- Feedback from team members/ line manager.
- Contribution to service.
- Team performance.
- Service improvements suggested.
- Customer feedback.
- Accuracy and timeliness of support.
- Efficiency of systems and processes.
- Service delivered within budget and to agreed targets.
- Feedback from staff and managers.
- Service delivery performance indicators.
- Customer feedback.

How you Act

- Team worker – You work collaboratively with your team to achieve better outcomes for customers.
- Service deliverer – You focus on delivering a service that provides great outcomes for our customers.
- Customer focused – you put the customer first.
- Shows initiative – you come up with ways of improving how we do things.
- Well organised – you prioritise your work to get things done.
- Willing to learn – you want to acquire new skills that will support you in your role.
- Flexible attitude – you are prepared to work flexibly to deliver the service.

What you need to Know

- You will be a GCSE or A-Level leaver looking to pursue a career and further education within Sustainable Engineering.
- Willing to learn about relevant Building Regulations and Standards.
- Proficient in Microsoft Office (including Word, Excel and PowerPoint).
- Good standard of literacy and numeracy.
- Able to work effectively under pressure.
- Full Driving License is required.