



Case Study  
Lauren Douglas-Jones





## Lauren Douglas-Jones

Role: **Technical Assistant**

Organisation: **IDM**

Lauren joined IDM Energy as a technical assistant in the autumn of 2022. Before, she had been working for Vodafone and sought a change in her career. She had originally joined on a part-time basis, but soon after accepted a full-time position.

She explains: “My day-to-day job is a mixture of everything really, so each day is never the same as the last. It ranges from anything like quoting customers and speaking to clients, to organising jobs and doing invoices.” A highlight for Lauren was being part of the team that won IDM the Start-Up Entrepreneur of the Year Award in 2022.

When asked about the challenges she faces, Lauren acknowledges that booking jobs can be complicated when some jobs take longer than expected.

On the other hand, she recognises the sense of achievement she can feel from her job. She says: “The best thing is when you get a customer who has had a bad time with their heating, and we can solve it for them. The other day a customer called and gave positive feedback, and it feels great”.

Lauren also speaks glowingly of Warmworks and, in particular, IDM’s sub-contractor coordinator- and fellow Warmstarter- Rita: “Working with Rita is great, and everything always has a positive outcome. I’ve not come from an electrical background so just jumping in and having Warmworks and Rita as a point for support has been great.”

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