



**KENSA HEAT PUMPS LIMITED**

**JOB DESCRIPTION**

**Job Title:** 2<sup>nd</sup> Line Technical Support

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**Workbase:** Mount Wellington Mine, Fernsplatt, Chacewater, Truro, TR4 8RJ.

The role would be predominantly based from the Cornwall office, although certain tasks will need to be performed on-site and may involve a number of overnight stays and early starts. Most site visits are planned in advanced but due to the nature of breakdowns some site visits may require reactive visits.

**Normal working hours:** Full time 9 to 5 Monday to Friday. \*Longer hours may be necessary during site visits.

**Responsible to:** Technical Support Manager

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Established in 1999 Kensa is the specialist supplier and manufacturer of ground source heat pumps systems. Kensa supplies its products and services to a wide range of customers including self-builders, installers, house builders, social landlords and other commercial clients.

Kensa also advise many Government Departments and leading companies on the use and suitability of heat pumps in different applications and have become well known within the market for their honest and straightforward advice.

Kensa Engineering Limited was incorporated in 1999 and now trades as Kensa Heat Pumps Limited. The company manufactures a range of Ground Source Heat Pumps for residential needs to commercial plant room.

The Kensa Group operates over two main sites one in Cornwall and one in Exeter. There are also a number of employees working more remotely across the United Kingdom. In your role you may be required to work across all Kensa work sites in line with the scope of your role.

**Main Purpose of Job:**

To provide a first-class technical service supporting the Kensa Heat Pump range. This will involve supporting other Technical team members on site visits and answering Technical telephone calls or e-mails from clients, end-users and installers.

**Functional links with:**

Suppliers, colleagues, end-users, customers, distributors, business contacts, and installers.

**Duties and Responsibilities:**

1. To support the technical contribution on all activities linked to post-installation customer service and technical support to include the management of all Product Alerts and the management of all warranty programmes.
2. To support the technical contribution on all activities linked to on-site commissioning for both residential and commercial applications.
3. To support the technical contribution on all activities linked to on-site problem solving to include the appointment and development of third-party agents capable of providing a service.
4. To support the technical contribution to the Technical Sales Support Engineer in the provision of a telephone-based commissioning service.
5. To support the technical contribution on all activities linked to the management of spare parts and to respond to queries about spare parts.
6. To support the technical contribution to the continued development of KHP's site facilities and the management of the facility.
7. To assist the Technical Manager in all activities linked to purchasing including the evaluation of new components.
8. To assist the Technical Manager and Research and Development Department in all activities linked to Research and Development including the production of prototype models, appliance testing and product documentation.
9. To perform production tasks, when necessary.
10. To work cooperatively and provide support as required for all companies in the Kensa Group Ltd.

**Key Behaviours and Skills:**

1. To remain a positive ambassador of Kensa at all times.
2. To build a comprehensive knowledge of products and to keep updated with changes in product and production procedures.
3. To handle customer service issues in a calm, non-confrontational and courteous manner. To take responsibility for ensuring follow-up actions are taken and full information is recorded.
4. To undertake training and to assist in training other members of staff as required.

**Required Skills:**

1. An intermediate understanding of thermodynamics, refrigerants and electro-mechanical control systems.
2. An intermediate understanding of system design and installation
3. City & Guilds Level 2 Award in F Gas ODS Regulations: Category I 5000/5730/3
4. An intermediate Knowledge of all new and existing Kensa products.
5. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines.
6. To be permitted to work in the UK and hold a Full UK driving licence.

**Remuneration:**

24-28k per annum dependant on experience. 28 days holiday (including Bank Holidays), rising progressively to 33 days after 5 years' service.

**Other:**

This job description may be subject to change, in consultation with the postholder, in response to new circumstances.