

# REGIONAL DIRECTOR OF OPERATIONS - SOUTH

---



Inside

---

Overview

---

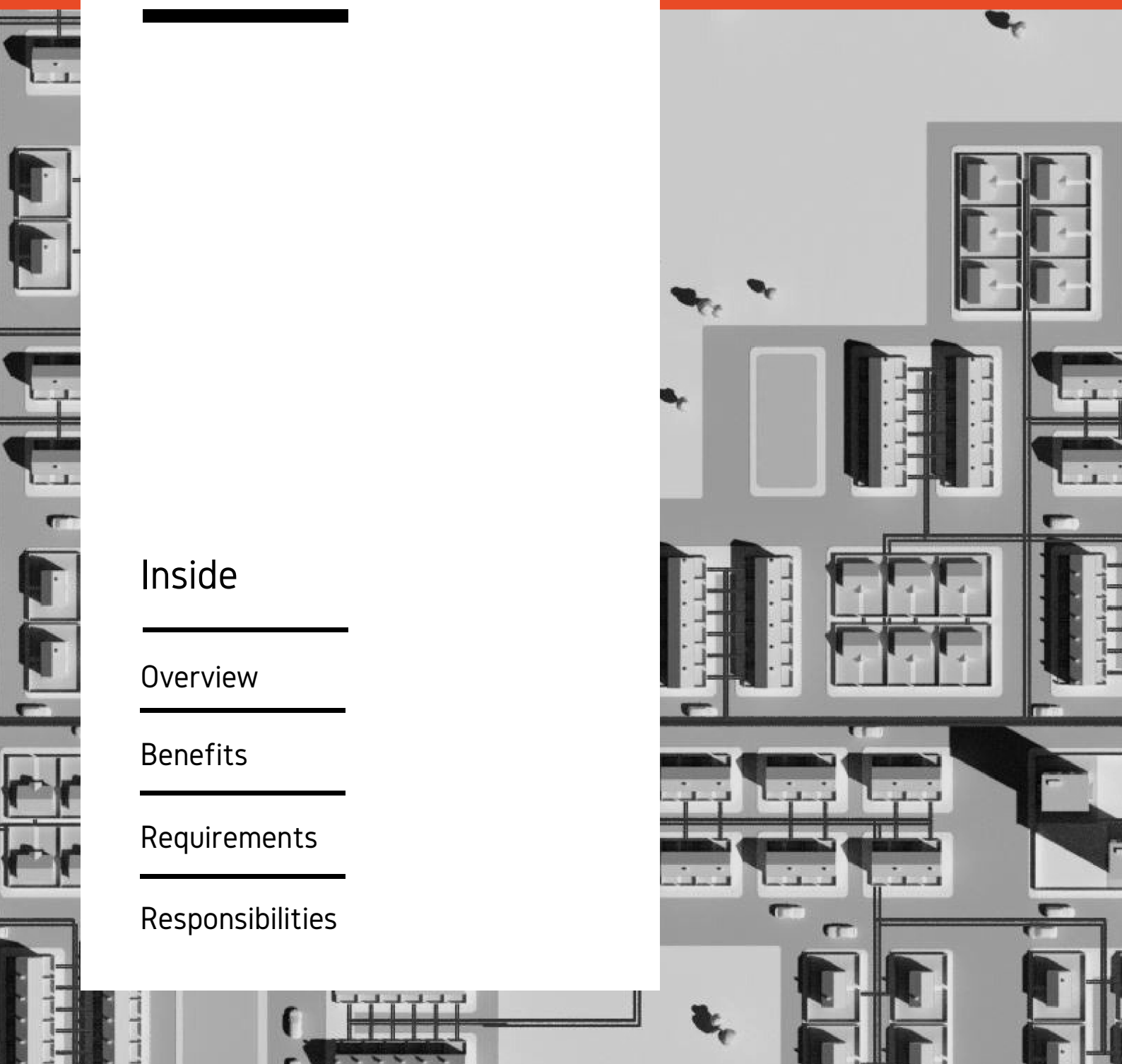
Benefits

---

Requirements

---

Responsibilities



# SUMMARY

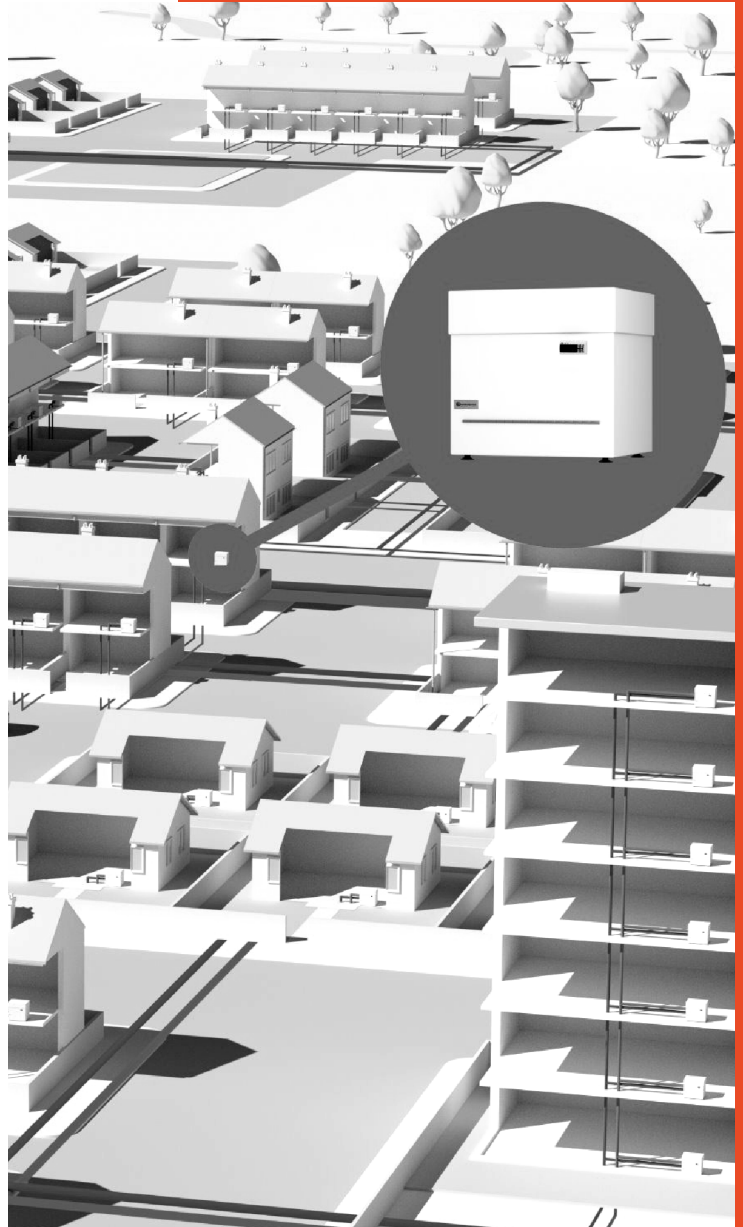
---

The UK's specialist delivery partner for Fifth Generation District Heating networks featuring Ground Source Heat Pumps and Shared GroundLoop Arrays.

Kensa Contracting is renowned for its innovative Ambient Shared Ground Loop Array systems deployed in social housing retrofits and social and private new build developments.

Offering unrivalled experience and expertise, Kensa Contracting delivers a complete solution including design, specification, project management, householder liaison, specialist sub-contractor supervision, equipment supply, commissioning, and support with access to subsidies.

We deliver proven, robust and reliable systems from simple tried-and-tested to ambitious and innovative applications.



# OVERVIEW

---

To manage the regional delivery of ground source heat pump installation projects. To manage and support the project management teams through training, site visits, health and safety reviews, quality checks and site/office held meetings

Liaise with social housing landlords, new build developers, and Kensa staff to ensure everyone is aware of the project schedule, costing, and general requirements. Assign labour from the project management team to ensure these are met.

Attend pre-contract meetings with social landlords and new build developers, advise on contractual requirements, valuations, and health and safety issues. Support project managers and contract managers in preparing construction phase plans including risk assessments and health and safety procedures. Ensure all site operatives and Kensa staff adhere to health and safety requirements and Kensa processes through regular HSE audits and site meetings.

Prepare financial and resource forecasts using the project management team as appropriate to ensure the business has the appropriate staffing levels to deliver high-quality, well-run projects whilst maintaining our overheads at a level required to achieve our business plan goals.





# BENEFITS

---

To facilitate your success as Regional Director of Operations, we will provide an innovative and futuristic oriented environment, a forum to express and test ideas, and interesting work with challenge and opportunity.

We also offer the pivotal opportunity for you to make a significant contribution to the safeguarding of our environment, saving the planet one heat pump at a time.

At a grass roots level, we welcome you to a culture of incredibly hard-working, knowledgeable, inspiring, committed, enthusiastic, and passionate people.

We expect a lot from our staff because we expect a lot from our industry's potential - we are all committed to the UK's 2050 path to net zero carbon, and are determined to achieve that goal, but we also want to enjoy the journey together.

- Competitive salary: £50,000 - £54,000 base. Dependent on qualifications and experience.
- Uncapped bonus scheme: Company performance-related pay plan with an OTE of 112% of base salary.
- Pension: Automatic enrolment into Kensa's company pension scheme.
- understand theOffice culture: Aside from a fully-stocked sweet cupboard, we ensure you are well-stocked and have all of the technology and equipment you need to perform at your best.
- Social events: Work hard, play hard, we love to host regular Kensa parties for staff and their families, and in recent times when we haven't been able to get together in person, we do all we can to keep spirits high.
- Growth: Your development is important - we encourage and help with development including internal and external courses, learning, study, and software support, all bespoke to you.
- Wellbeing: Free 24/7 access to an independent and confidential Employee Assistance Programme for you and your immediate family.
- Vitality Private Health Care: This covers a multitude of inpatient and outpatient services for private hospital care along with a range of Vitality rewards based on a healthy lifestyle. The qualifying period for this benefit will be one year's service with Kensa.
- Health: Cycle to Work Scheme to help lower your carbon footprint whilst boosting endorphins and your health.

# REQUIREMENTS

---

## EXPERIENCE

At least 3 years in a similar role with comparable goals and responsibilities, or a role with transferable skills and responsibilities.

## EDUCATION

SMSTS Qualified GSHP knowledge in design and delivery.

## CHARACTERISTICS

A great capacity for task follow-through and attention to detail. Accurate, logical, analytical, a 'fact-finder', you are precise, and a thorough problem solver. You have a high critical, yet creative, thinking ability. You are innovative and forward-looking, driven by results. You are open to and enjoy ideation, quick learning, adaptable, and not averse to change. You are a strong critical listener and work well as part of a small team as well as autonomously.

## SKILLS

- Strong Organisation Skills; Excellent Communication Skills, Both Verbal and Written;
- Strong Problem-Solving Skills; Computer Literate;
- Adaptable to change; Driven to Achieve Results; Exceptional Coaching Skills; Strong Decision Making,
- Action Planning, and Prioritization Skills;
- Ability to Work on a Team; Knowledge of Safety, Quality, and Cost Objectives;
- Commitment to Providing the Highest Level of Support and Quality;
- Ability to Demonstrate Exceptional Organisation and planning skills.

# RESPONSIBILITIES

---

As Kensa's Regional Director of Operations, you'll continually look to improve our delivery performance.

You will work closely with Design, Sales, Logistics, Contract Administration, and Compliance to hand over each project to your team to offer the best service to our clients.

Be at the forefront of training our team to strive to be the best they can in an enjoyable environment.

Provide accurate reporting on-site projects, financials, and Health & Safety.

You will also be responsible for the accurate financial reporting and forecasts on a monthly basis which will then be presented to the Group Board.

A full list of responsibilities is overleaf.

## WORKBASE

This role could be based at Kensa offices in Truro or Exeter or Remotely

## REPORTING STRUCTURE

Initially reporting to the Operations Director. Responsible for Contract Managers, Project Managers, and project staff initially.

- Manage, supervise and train delivery staff including contract managers, project managers, assistant project managers, site supervisors, resident liaison officers, designers, logistics, and contract administration.
- To detail company requirements to project delivery team to allow them to provide detailed scopes, schedules and HSE documentation.
- Monitor and support the project management team in the selection of appropriate sub-contractors based on balancing a range of factors including price, quality, experience, and suitability.
- Support the project management team in producing a detailed project schedule, construction phase plan and risk assessments and provide these to the client. To coordinate the timing of product deliveries and the work of the project management team and communicate this to the clients.
- To assist the project delivery team to train sub-contractors on the requirements of Kensa's heat pumps and the specifics of each project.
- To supervise and manage project management team and support them in dealing with any issues that may arise.
- To record actual site progress and produce project valuations (usually monthly or bi-monthly) as evidence for invoicing purposes.
- To record commissioning information and verify compliance with building regulations and MCS.
- To support the sales team and client with pre-order technical information and guidance.
- Produce monthly performance reports on turnover (achieved and forecast), complaints, staffing, HSE, and other associated information required for reporting to the board.

**APPLY NOW**

---

Apply online here:  
[thekensagroup.com/kensa-job-vacancies/](https://thekensagroup.com/kensa-job-vacancies/)

Or send a copy of your CV and a covering letter to:  
[jobs@thekensagroup.com](mailto:jobs@thekensagroup.com)

- Manage, supervise and train delivery staff including contract managers, project managers, assistant project manager, site supervisors, resident liaison officers, designers, logistics, and contract administration.
- To detail company requirements to project delivery team to allow them to provide detailed scopes, schedules and HSE documentation.
- Monitor and support project management team in the selection of appropriate sub-contractors based on balancing a range of factors including price, quality, experience and suitability.
- Support the project management team in producing a detailed project schedule, construction phase plan and risk assessments and provide these to the client.
- To coordinate the timing of product deliveries and the work of the project management team and communicate this to the clients.
- To assist the project delivery team to train sub-contractors on the requirements of Kensa's heat pumps and the specifics of each project.
- To supervise and manage project management team and support them in dealing with any issues that may arise.
- To record actual site progress and produce project valuations (usually monthly or bi-monthly) as evidence for invoicing purposes.
- To record commissioning information and verify compliance with building regulations and MCS.
- To support the sales team and client with pre-order technical information and guidance.
- Produce monthly performance reports on turnover(achieved and forecast), complaints, staffing, HSE, and other associated information required for reporting to the board.
- To build a comprehensive knowledge of Kensa products and to keep updated with changes in product design and application.
- To deal with issues in a calm, non-confrontational and courteous manner.
- To take responsibility for ensuring follow-up actions are taken and full information is recorded.
- To undertake training and to assist in training other members of staff as required.
- To actively and positively contribute to any appraisal process and to follow up on agreed actions.
- To remain a positive ambassador of Kensa at all times
- To work at all times in accordance with the Health& Safety at Work Act 1974 and to follow all company procedures and guidelines.
- To work at all times in accordance with the company's Dignity & Diversity at Work Policy.
- To manage regional delivery team.
- To undertake such other duties as may be required within the general scope of the job.



# Kensa Contracting

A KENSA GROUP COMPANY

---

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

Kensa are an equal opportunities employer and are committed to providing a working environment that is free from all forms of discrimination and where all employees are treated with dignity and respect.

Please see our Equal Opportunity, Dignity and Diversity Policy for further information.