

# BUSINESS SYSTEMS ANALYST

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# SUMMARY

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The Kensa Group represents award-winning British engineering at its finest - the UK's leading manufacturer of ground source heat pumps (Kensa Heat Pumps), and the UK's pioneer of their mass-scale installation (Kensa Contracting).

The Kensa Group is transforming how Britons heat their homes, delivering a 21st century alternative to the gas grid.

After over two decades of connecting people to cleaner, greener, and cheaper heat, we need someone to bridge technology and marketing to enable us to extend our network and reach.

You will work with teams across the business to transform our business processes ready for the next phase of growth. Together, we will meet the UK's ambition to install 600,000 heat pumps every year by 2028, and be net zero by 2050.





# BENEFITS

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To facilitate your success as Business Systems Analyst, 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: £40,000 - £45,000. Dependent on qualifications and experience.
- Pension: Automatic enrolment into Kensa's company pension scheme.
- Holiday: 25 days holiday increasing to 30 days holiday (plus bank holidays) for 5+ years' service.
- Health: Private Health Insurance available after one year of service.
- Flexible working environment: We understand the benefits of flexible working conditions to meet the demands of your role, so we can accommodate a blend of working from home and office-based.
- 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.
- Active: Cycle to Work Scheme to help lower your carbon footprint whilst boosting endorphins and your health.

# REQUIREMENTS

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To be seriously considered for this role, please have the following in regard to:

## EXPERIENCE

Proven track record in a similar role with comparable goals and responsibilities, or a role with transferable skills and responsibilities.

## CHARACTERISTICS

Creative, tenacious, out of the box thinker, with a positive outlook and excellent team engagement. 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

- Understanding of Change Management and Project Management Practices
- Proven track record and experience of managing projects
- Understanding of Kaizen projects, Six Sigma and/or other Business Process Improvement methods and tools
- Understanding of how technology can assist in the improvement of our quality and efficiencies.
- Business or technically based degree preferable
- A good communicator with excellent fluency in spoken and written English and the ability to explain complex issues in non-technical language
- Strong self-awareness and self-regulation especially under times of pressure
- Self-motivated with the ability to see projects and tasks through to completion
- Ability to hear user experience and desires, translate this to an understanding of the whole system and then articulate a vision of the future state.

# RESPONSIBILITIES

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As the business systems analyst you will be responsible for creating and supporting business processes that are fit for the current and predicted volumes. This will require working with internal and external stakeholders to identify, plan and deliver improvement projects. In detail you will:

- Proactively work with teams across the business to understand current end to end processes and lead in the identification of opportunities for improvement or thinking that could be hindering customer experience, process efficiency or compliance.
- Plan improvement projects and agree resource allocations with managers.
- Work to understand and document the desired future state.
- Implement, with the assistance of internal and external stakeholders, the new business process.
- Lead the creation of documentation including as-is and to-be process maps, new local working procedures, and training materials.
- Organising and/or deliver training to all relevant parties in relation to the implementation of new business processes.
- Verify, after implementation, that the new process is performing as expected.
- The first nine months of the role will be dedicate to and ERP process change project, partially funded by ERDF.

## WORKBASE

- This role will be based at Kensa offices in Truro.

## REPORTING STRUCTURE

- Initially reporting to the Managing Director.
- Responsible for nil staff initially.

## HOURS

- This is a full time role with nominal working hours 9am-5pm Monday to Friday

## Acceleration Through Innovation 2 (ATI2)

The initial project in the role is expected to be partly funded through ATI2 which itself is funded by the European Development Fund (ERDF); ATI2 runs from 1st July 2020 to 31st December 2022.



## APPLY NOW

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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)



# Kensa Heat Pumps

A KENSA GROUP COMPANY

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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.