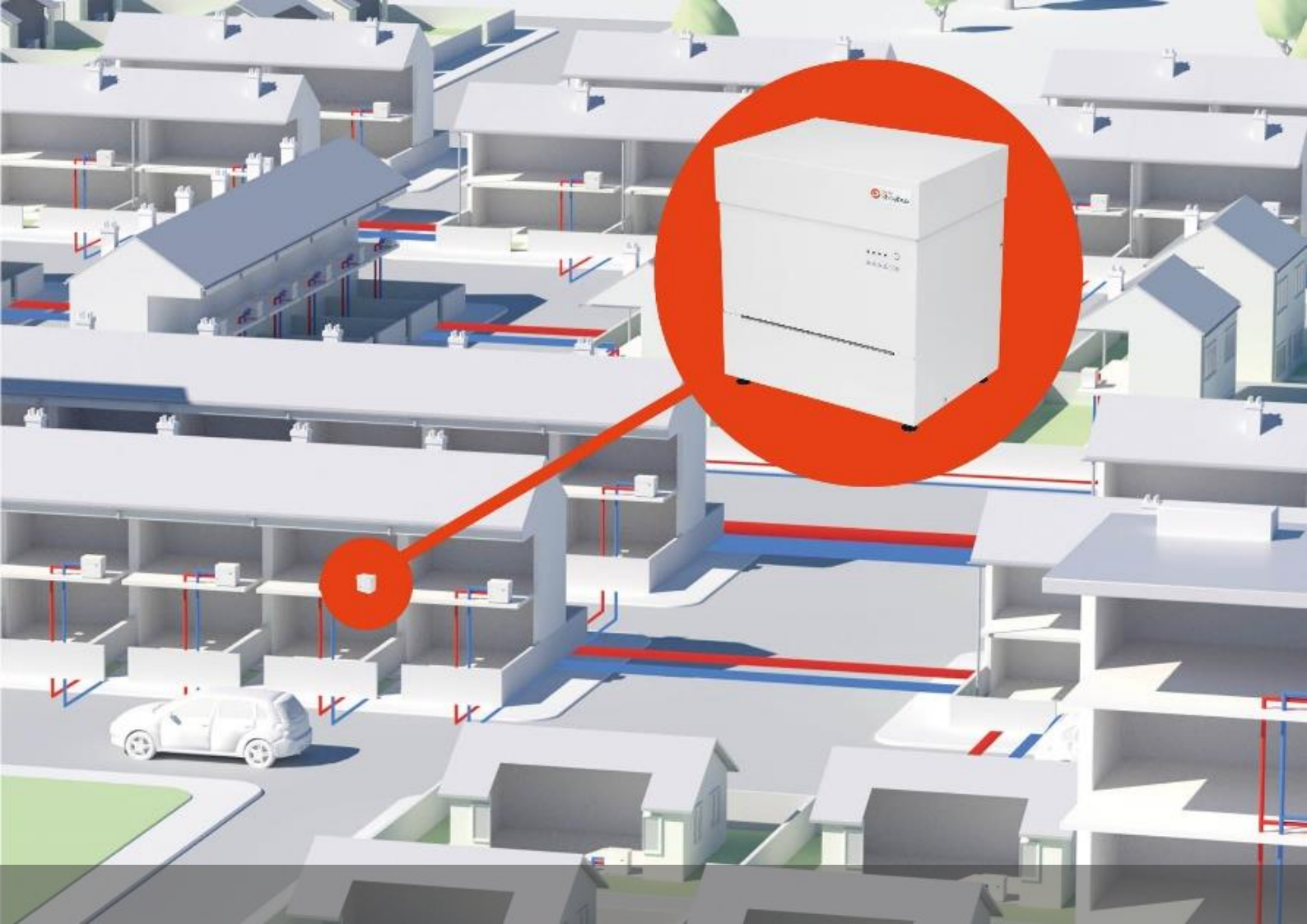




Kensa Heat Pumps  
A KENSA GROUP COMPANY

# MCS ADMINISTRATOR



# GENERAL SUMMARY

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. With over two decades of proven expertise in low carbon technology, we want to connect people in homes and businesses across the UK to cleaner, greener, and cheaper heat. Together, we will meet the UK's ambition to install 600,000 heat pumps every year by 2028, and be net zero by 2050.

# ROLE OVERVIEW

As the MCS Administrator for Kensa Heat Pumps MCS Compliance Team, your goal will be to enhance the smooth journey of our customers experience from the start of their project to completion.

Your success will enhance and expand Kensa's Umbrella Scheme – ultimately helping many end users to reduce their energy costs and the UK to achieve it's net zero carbon targets – while simultaneously resulting in a rewarding and inspiring career, adopting a successful team approach in parallel with the growth of the business you help to build.



# ROLE BENEFITS

To facilitate your success as MCS Administrator, we will provide a supportive, friendly and collaborative environment. The ethos within Kensa Heat Pumps encourages people looking for the opportunity to progress.

We also offer the pivotal opportunity for you to make 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 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.

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**Competitive salary:** £20,000 p.a, pro-rated on a 6 months fixed term contract.

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**Pension:** Automatic enrolment into Kensa's company pension scheme.

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**Holiday:** 25 days holiday increasing to 30days holiday (plus bank holidays) for 5+ years' service.

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**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.

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**Office culture:** Aside from a fully stocked sweet cupboard, we ensure you are well-stocked and have all the technology and equipment you need to perform at your best.

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**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.

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**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.

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**Wellbeing:** Free 24/7 access to an independent and confidential Employee Assistance Programme for you and your immediate family.

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**Health:** Private Health Insurance available after one year of service.

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**Active:** Cycle to Work Scheme to help lower your carbon footprint whilst boosting endorphins and your health

# ROLE REQUIREMENTS



We are looking for an individual from a similar role or has broad admin and industry experience, with a passion to succeed in this bright and challenging environment within the MCS team.

To be seriously considered for this role, please have the following in regards to;

## EXPERIENCE

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

## EDUCATION

5 GCSE's or equivalent. Competent on Microsoft Excel and Word.

## 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 are innovative and forward thinking, 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.

Exceptional interpersonal communication skills.

## SKILLS

- You should understand the need to be flexible in your approach to assisting clients and installers alike within the MCS Compliance department.
- You have good skills in IT, in a practical level.
- You are familiar with the key principles and practices of Excel and Word.
- You will also have a good understanding of CRM platforms.
- You will learn to be able to identify process inefficiencies, and highlight these with your team leader.
- You may be required to attend regular team meetings where you will be expected to participate and update the team on your progress.
- You will be required to have exceptional customer service skills.

# ROLE RESPONSIBILITIES

As Kensa's MCS Administrator, you'll continually streamline the efficiency and process of Kensa's MCS Umbrella Scheme.

As the industry leader we aim to provide a high level of customer support and satisfaction, you will be part of a dedicated team and will be influential in shaping and growing the department's handling skills and assist in sculpting the assembly of a specialist MCS team.

Throughout your support to grow our Umbrella Scheme, you will work to meet the needs of our customers and installers in streamlining the process facilitating their journey. You will be responsible for:

- Providing a high level of MCS support and information to both installers and end users.
- Maintaining and updating all digital and hard copies of client files.
- Negotiating changes with installers before, during and after each project.
- Analysing content to ensure compliancy.
- Maintaining customer files with confidentiality.
- Handling incoming phone and email communications and potentially redirecting to the correct channels.
- Handling occasional office interactions with outside visitors.
- Working closely with MCS & the Technical Support Team and maintaining good communication.
- Maintain regular contact with installers updating in project statuses to meet deadlines where necessary.
- Developing a clear understanding of non-compliance process.
- Ability to communicate both technical and commercial elements of the GSHP proposal.
- Provide compelling arguments for the use of GSHP's in both new build and retrofit applications.
- To manage workload and prioritise responses accordingly.
- Support the Team Leader and the Departments needs as required.
- To be a positive ambassador of Kensa at all times. To work in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this. Whilst working at external sites to comply with all on site health and safety procedures and guidelines applicable to that site.
- To always work in accordance with the company's Dignity & Diversity Policy.
- To undertake such other duties as maybe requires within the general scope of the job.

## WORKBASE

This role could be based at Kensa offices in Exeter.

## REPORTING STRUCTURE

- Initially reporting to the MCS Compliancy Team Leader.
- Responsible for nil staff initially.

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.

**APPLY ONLINE HERE:**

**[Thekensagroup.com/kensa-job-vacancies](https://thekensagroup.com/kensa-job-vacancies)**

**OR SEND A CV AND A COVERING LETTER TO:**

**[jobs@thekensagroup.com](mailto:jobs@thekensagroup.com)**