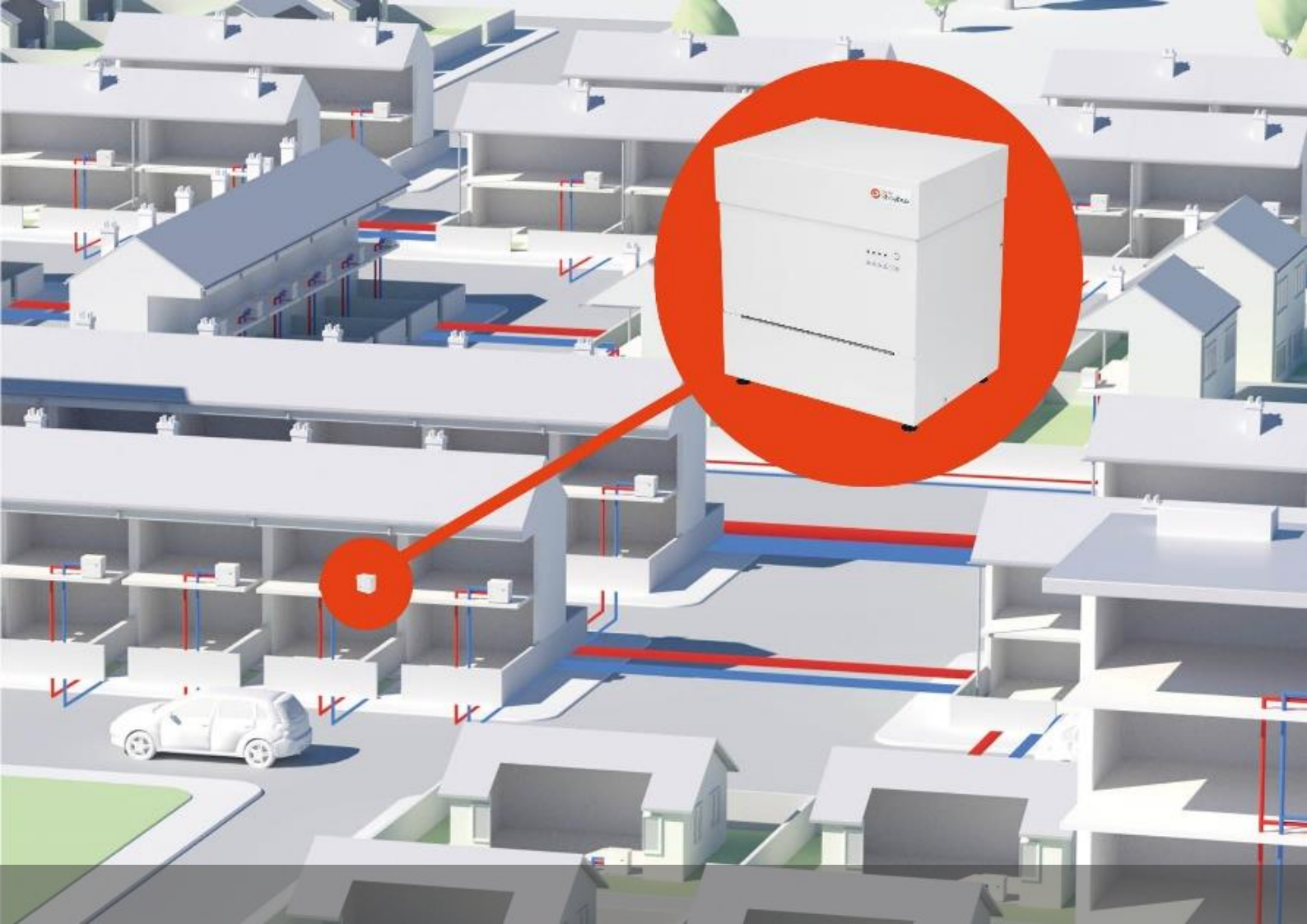




Kensa Heat Pumps

A KENSA GROUP COMPANY

Key Account
Technical
Support
Specialist



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

The successful candidate will be supporting key account holders with Installation training, technical support. They will be leading on repairing and or replacing components in field for Kensa Heat Pumps Key account customers.

Other duties will include over the phone technical support, attending sites to perform diagnostics and repair works and reporting on findings.

To manage stock of replacement Kensa units and components and liaise Kensa head office arranging delivery and collection of components and units.

Support the Kensa Sales' Team in their endeavours ensuring our clients' needs are met



ROLE BENEFITS

To facilitate your success as a key account technical support specialist, we will provide an interesting work environment with challenge and opportunity.

At a grass roots level, we welcome you to a culture of 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: £32,000 - £40,000 base. 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.

Company Van: Full access and responsibility of company Van incurring the relevant tax deductions if used for personal mileage.

Office culture: We ensure you have all the technology and equipment you need to perform at your best.

Work base: This role will be based at Kensa offices Located in Bradford but you will be required to attend site anywhere in the UK.

Reporting structure: To report to the Technical manager.

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.

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

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

Working hours: The working hours are predominantly 8am to 5pm, Monday to Friday but you may be required to work longer hours when necessary.

ROLE REQUIREMENTS



Not everyone can become a key account technical support specialist. In this diverse role we are looking for an individual from a similar role or with a broad technical ability and customer service skill to be seriously considered for this role. Please read the following in regards to:

EXPERIENCE

Have at least 3 years' experience and working knowledge of domestic heating system installation and maintenance.

Experience within diagnostic of heating systems and or boilers at least 3years experience.

EDUCATION

- SSSTS qualification (or equivalent) / expired but willing to renew acceptable.
- CSCS (or willing to get) expired but willing to renew acceptable.
- NVQ -plumbing and heating an advantage
- Asbestos Awareness training
- First Aid at Work

CHARACTERISTICS

You will typically have great capacity for following tasks through and attention to detail. Accurate and logical, you are a problem solver. Preferably from a heating installation, service, fault finding background. Although a good customer service and telephony skills may be a strength of yours. You are a quick learner, adaptable and not averse to change. You are a strong listener and work well as part of a team as well as autonomously.

SKILLS

- Ability to work as part of a team, this role will largely be remote working and will mean the successful candidate will work diligently, efficiently and professional without constant oversight.
- An excellent understanding of domestic heating installations allowing snagging of works and the ability to work through these issues with customers in a non-confrontational manner.
- Conversant writing risk assessments and in working within the constraints of one.
- Exceptional diagnostic abilities and enjoy the process of fault finding, having an eye for detail to facilitate this process.
- Have excellent customer service skills.
- Computer Literate and conversant with Microsoft programmes
- Ability to write unbiased technical reports detailing failures/trends and activities throughout the month.
- Able to follow instructions from senior technical managers via phone and e-communication.
- Feedback production and product issues to the Engineering departments
- UK Driving Licence

DESIRABLE SKILLS/QUALIFICATIONS

- BPEC Heat pump installer qualification (or equivalent)
- Refrigeration engineer F Gas qualified or an understanding of refrigeration systems
- Experience installing ground source heat pump
- A working knowledge of new and existing Kensa products
- G3 Qualified
- Part P / 18th Edition electrical qualification
- Brazing / soldering experience
- IT literate (CRM knowledge).

ROLE RESPONSIBILITIES

The responsibilities of a key accounts technical support specialist are :

- Train the customers on key functions such as filling and purging communal ground arrays with large number of properties installed over multiple archetypes.
- Ensure key account customers have been fully trained and are conversant in the necessary process and required outcomes for domestic heating installations including hot water provision. Ensuring the Kensa product is correctly installed.
- Offer training for key account engineers on initial fault diagnostics and how installation and product errors manifest.
- Perform technical support and fault diagnostics and offer commissioning support for key account customers. To include on-site training and telephone support. You may also be required to support the technical contribution on commissioning for both residential and commercial applications.
- When necessary, perform repair of Kensa products through part replacement or remove and replacement of faulty heat pumps, this task may be performed anywhere throughout the UK but will predominantly be within the North of the country.
- To be responsible for the shipment of faulty parts/products back to the manufacturing location and to maintain stocks of spares.
- As part of the role, you may be required to travel long distances from site to site when required.
- Travel to the production facility in Truro for training as and when required.
- Build a comprehensive knowledge of products and keep updated with changes in products.
- Take responsibility for ensuring follow-up actions are taken and full information is recorded.
- Undertake training and assist in training other members of staff as required.
- To support the technical contribution on all activities linked to post/pre-installation customer service and technical support to include the management of all product alerts and the management of all warranty programmes.
- To support the technical contribution on all activities linked to on-site problem solving which may include site visits and supporting customers in diagnosing both installation and product faults, at times with short notice.
- To support the technical contribution on all activities linked to the management of spare parts and to respond to queries about spare parts.
- To support the technical contribution to the continued development of KHP's and KCL site facilities and the management of the facility.
- To assist the Technical Manager in all activities linked to purchasing including the evaluation of new components.
- To assist the Technical Director and the research and development department in all activities linked to research and development including the installation of prototypes model, appliance testing, and product documentation.
- To work cooperatively and provide support as required for all companies in the Kensa Group. You may also be requested to support the Kensa Sale's Team in their endeavours ensuring our clients' needs are met.
- To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this when working at external sites comply with all on-site health and safety procedures and guidelines applicable to that site, to develop and maintain Risk Assessment Methods Statement and to work within the boundaries of these documents at all times covering their work activities.
- To undertake such other duties as may be required within the general scope of the job.
- Handle customer service issues in a calm non-confrontational and courteous manner and to be a positive ambassador of Kensa at all times and to work at all times in accordance with the company's Dignity & Diversity Policy.

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

OR SEND A CV AND A COVERING LETTER TO:

jobs@thekensagroup.com