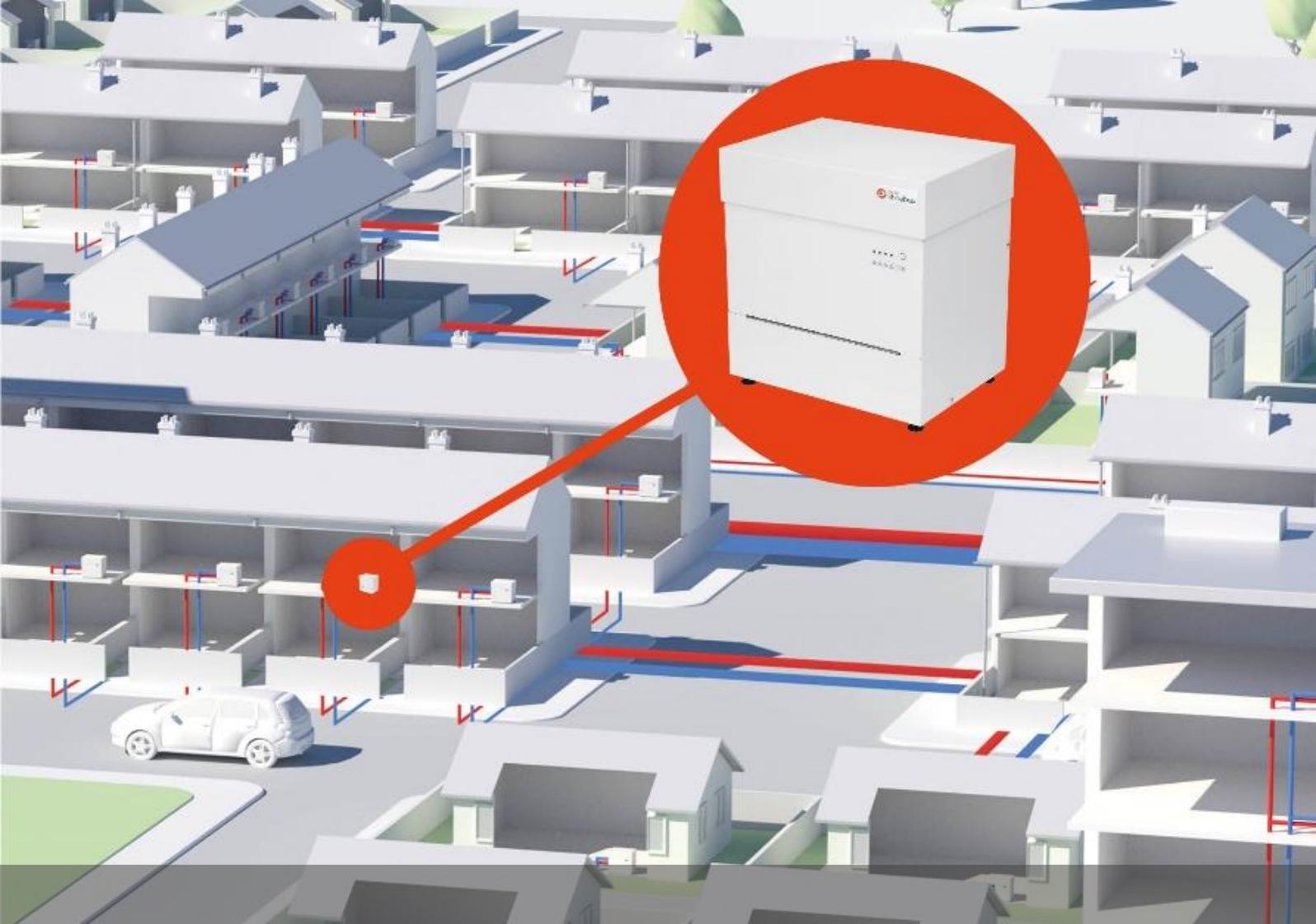


# Logistics Coordinator



# 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 Logistics department process orders and oversees the cycle of order fulfilment. The department ensures supplies, stock, materials, packages, and products are processed through the delivery system efficiently and arrive on time and within budget.

The Logistics Coordinator role is integral to the smooth running of the Logistics Department. The role will develop and grow with time and with the right candidate.

Kensa Contracting operates nationwide from two sites, one in Truro (Mt Wellington (production/administration) and one in Exeter (sales/marketing/Contracting). The role will be based at the Exeter office but you will also be required to travel to either of the two offices to attend meetings occasionally.



# ROLE BENEFITS

**Salary:** £17,000.00 per annum as a starting salary

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**Uncapped bonus scheme:** Company performance related pay plan with an OTE of 112% of base salary.

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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:** All the technology and equipment you need to perform your role.

**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



## EXPERIENCE

Experience in a similar role or office based organisational role would be advantageous but full training will be given.

## CHARACTERISTICS

You will need to be calm, patient, helpful and able to juggle multiple tasks.

You will need to be able to learn new systems quickly and adapt to a fast changing environment.

You will need to be organised, and thorough

## SKILLS

- Proficient in Excel, word, Gmail
- Experienced in dealing with customers and suppliers
- Excellent phone manner
- Able to cope with multiple tasks
- Able to use common sense and good judgement
- Show excellent organisational skills

# ROLE RESPONSIBILITIES

- Ordering and distribution of ID cards for new/current employees
- Assist in daily tasks of Logistics for Kensa Contracting Ltd using Winman system
- Processing and tracking of quotes, invoicing and other administrative duties
- Maintain updated records of suppliers and customers
- Cover for departmental colleague while on leave or absent
- To build a 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 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 undertake such other duties as may be required within the general scope of the job.

## WORKBASE

This role will be based at the office in Exeter with the potential to include some working from home.

## REPORTING STRUCTURE

Report to Logistics Supervisor and Logistics Manager.

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)**