



Kensa Heat Pumps

A KENSA GROUP COMPANY

Quality Engineer

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

You will join our growing, close-knit Operations Team, driving the production of our market-leading heat pumps and related products in our leading-edge lean-manufacturing production facility.

The Kensa group is rapidly expanding and aims to nearly double output every year for the next decade. To facilitate this expansion we are moving to higher volume manufacturing processes and are expanding our manufacturing engineering team.

As Quality Engineer, you be a key member of the Quality team that ensures that our factory produces highest quality products that exceed customer expectations. You will work with the rest of the Operations team to develop our factory processes and quality systems to meet the needs of a company that will quadruple in output in 3 years.

You will be a hands-on engineer, with a can-do attitude and a mind for continuous improvement, used to using solid engineering foundations to deliver excellence in manufacturing quality systems.



ROLE BENEFITS

Kensa aims to be a great place to work. We want our passion for our business and our products to be shared by all of our team.

We're proud of what we achieve:

- saving the planet by reducing our customers' carbon footprint,
- helping people out of fuel poverty by reducing their electricity consumption.

It is important to us that our people share that pride, and feel valued as they contribute to our shared success

Kensa is growing fast, and we aim for our people to grow with us. Several of our Directors and Senior Managers started working at Kensa in the factory, making heat pumps.

We value hard work, commitment and excellence. We aim to be fair and supportive as an employer. For this reason, the healthcare, holidays, pension and other benefits listed below are the same for everyone, whether they are a factory worker, office worker, cleaner or director.

Competitive salary:

Starting: £25,000 - £35,000 according to 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.

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.

Culture: Our Operations Team is warm, friendly and supportive. Kensa production started in a garage, progressed to a workshop, and has grown to a modern, professional factory. Through all that change, we've kept the sense of one team, the Kensa 'family'.

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



ROLE REQUIREMENTS

As part of the Kensa Heat Pumps Operations Team, you will be critical to producing and delivering market leading products. You will be used to delivering best quality work, as part of a high performance team. To be a part of that team you will need to meet these Role Requirements:

EXPERIENCE

You will have 2 or more years of previous experience in manufacturing engineering in a technical manufacturing business.

You will have experience and skills gained controlling and managing quality in a manufacturing business.

You will be qualified to minimum HND or higher in engineering, quality assurance or manufacturing.

EDUCATION

A Bachelor's degree in engineering, manufacturing or related technical discipline.

CHARACTERISTICS

- An eye for detail, used to working with precision and accuracy.
- Adaptable, analytical and creative - able to innovate to meet the challenges of rapid growth
- A good communicator with excellent fluency in spoken and written English and the ability to explain complex issues in non-technical language
- Focussed on results and outcomes – used to getting things done
- Able to deal with the pressures and competing demands of an operational factory, and prioritising effectively

- An excellent problem solver with the ability and drive to approach an issue from a number of angles to find a solution.

SKILLS

- Experienced in the management of an accredited QMS within a manufacturing environment, with a good understanding of production process management and controls
- Able to create and develop clear and concise QMS elements including processes, procedures and workflows
- Able to train production operatives and to work with them to solve problems and implement solutions.
- IT-literate and able to gather and analyse data, to understand the Quality performance and Problems
- Experience with quality management approaches such as 8D, Zero-defect or Six-sigma and Lean Manufacturing is beneficial
- Comfortable working collaboratively with internal and external stakeholders to understand quality issues, find root causes and implement corrective actions.

ROLE RESPONSIBILITIES

As Quality Engineer, you will work as part of the Manufacturing Engineering team, delivering all production-related engineering to ensure that we have a world-class production system that delivers the needs of the Kensa business plan as we achieve our rapid growth target.

Your main responsibilities will be to:

- Investigate customer and shop-floor quality non-conformances, lead root cause analysis and problem-solving and ensure implementation of interim and permanent corrective actions.
- Support implementation, maintenance and update production quality management systems to ensure products are manufactured to the highest quality standards.
- Actively support the maintenance and continual improvement of the business processes and ensure that the requirements of BS EN ISO 9001 are satisfied.
- Operate quality monitoring procedures & process controls, collect and report KPIs.
- Under direction of Quality manager, develop and implement controls and improvements.
- Working with the purchasing team, manage supplier quality issues, returns and rejects.
- Effectively implement appropriate corrective actions resulting from recorded non-conformances.
- Carry out internal audits in alignment with the quality management system.
- Use the 8D process to resolve problems, with a relentless approach to identifying and eliminating root causes
- Promote safety on site and ensure safe operations in production and engineering activities.

WORKBASE

This role will be based at Kensa Factory in Chacewater.

REPORTING STRUCTURE

- You will initially report to the Quality 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