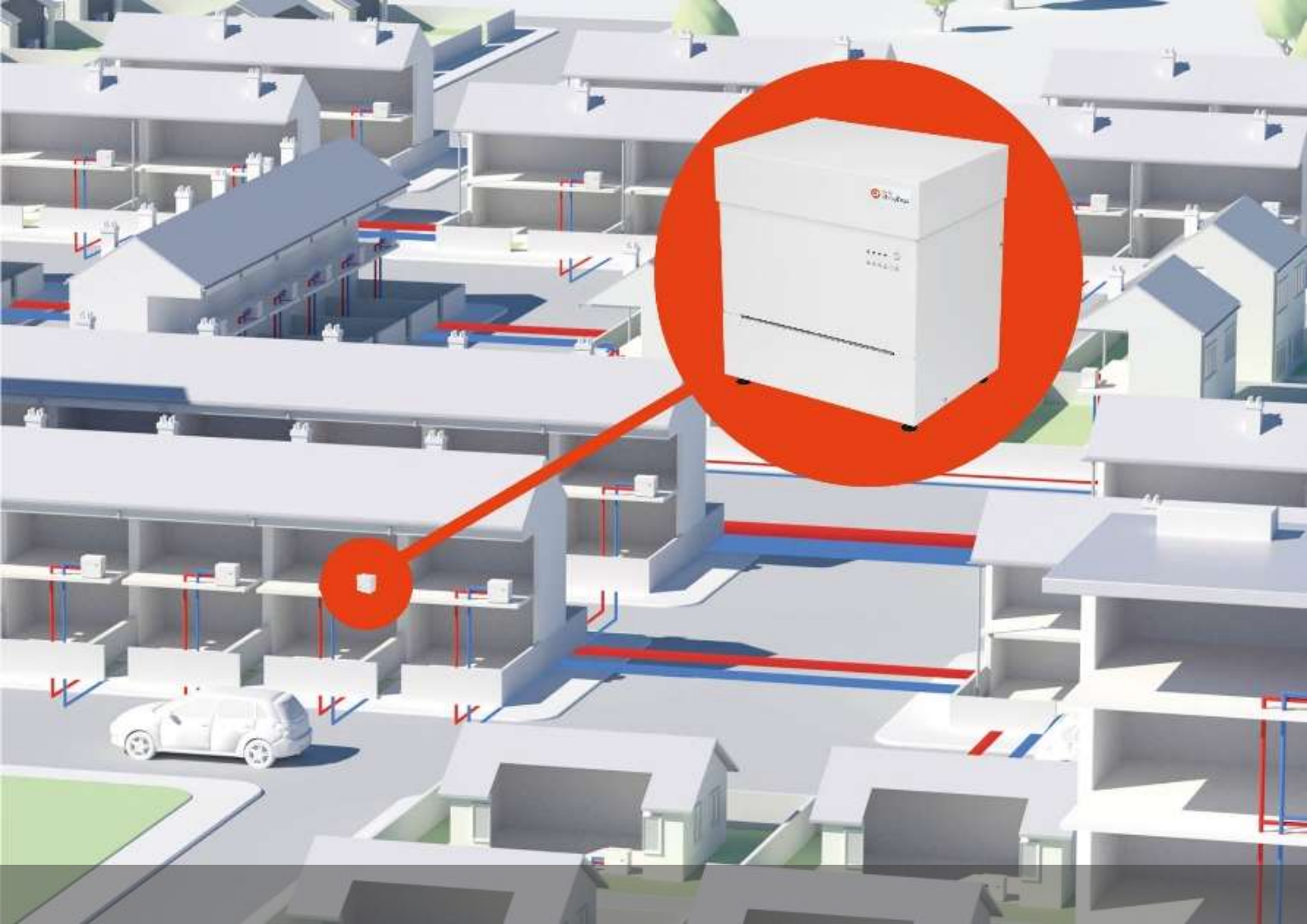


Project Director – Heat Pump Ready Greenwich



GENERAL SUMMARY

Come lead one of the world's largest heat pump demonstration projects, where we're rolling out a business model that is the blueprint for how millions of homes will decarbonise. Kensa Utilities is leading the Heat Pump Ready Greenwich consortium, looking to deploy 330 heat pumps on the networked heat pumps business model from January 2023 to January 2025, and seek an experienced Project Director to lead it.

About Kensa: Kensa is the UK market leader in ground-source heat pumps, and is transforming how people heat their homes, delivering a 21st century alternative to the gas grid. Kensa will play a crucial role in helping decarbonise the largest remaining sector of emissions: heating. With 40% market share in this rapidly growing sector, few companies will grow as fast and have as significant an impact on emissions as Kensa. Kensa is backed by Legal & General Capital.

Note this role is conditional on Kensa Utilities winning Heat Pump Ready Phase 2 (known early December 2022). Given the pace at which delivery starts from January 2023, we are advertising the role now.

ROLE OVERVIEW

Mission for the Project Director

Lead the Heat Pump Ready Greenwich consortium to achieve 25% sign up in each of the 4 regions by each Phase 2a stage gate throughout 2023 and manage delivery to cost and time thereafter in Phase 2b in 2023-24.

While doing so, recognise and take advantage of all opportunities for positive outcomes during project delivery for Kensa and the future of split ownership systems.

Start Date:

Ideally January 2023 given project start but can accommodate February 2023 for the right candidate.



ROLE BENEFITS

To facilitate your success as Project Director, we will provide a healthy work environment, complete support, and a culture which encourages and rewards innovation and plenty of challenge.

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: £60,000 base.

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

Holiday: 25 days holiday increasing to 30days 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.

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

Social events: Work hard, play hard, we love to host regular Kensa parties for staff and their families

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



We are looking for an experienced Project Director, with excellent process management skills to lead on our Heat Pump Ready Greenwich project. You will be able to run a large, complex program, while lifting out to see the big picture and think from a customer perspective.

EXPERIENCE

- 5+ years running large, complex programs (e.g. construction, consulting, military)
- Demonstrate coordinating numerous stakeholders with competing priorities on one mission on short timescales
- Demonstrate interface (e.g. building/selling) direct to consumers, understanding their perspective & challenges
- Knowledge of heating sector, specifically heat pumps (desired not essential)

CHARACTERISTICS

- Quick learner & agile
- Empathy: relate to the energy crisis facing consumers
- Strong and collegiate style
- Deep social conscience and motivation
- Driven, self-motivated, and willingness to be a little bit maverick

ESSENTIAL COMPETENCIES

1. **Thinking from a consumer's perspective:** Delivering the right consumer journey will be the most challenging part of this project.
2. **Critical path program management:** There are many moving parts, and experience managing complex programs with 100s of customer interfaces and multiple partners & wider stakeholders is critical.
3. **Adaptability and thinking on your feet:** The plan will change, and staying in control, solving problems quickly & creatively, and adapting the plan is key.
4. **Ability to operate on different flight levels:** Laser focus on delivering in the detail (legal documents with customers, managing subcontractor delivery on-site) all the way up to the strategic communications level (identifying challenges in the business model, changes needed at the policy level).
5. **Sharp communication & listening:** Giving clarity and direction to the consortium to keep everyone on the same page, while listening and being able to leverage the diversity of the consortium (from consumer experts, marketing, engineers etc).

PROJECT DETAILS

Kensa Utilities has applied for funding for Phase 2 of Heat Pump Ready Greenwich, where we will deploy around 330 heat pumps in 4 phases (in 4 neighbouring parts of Eltham). These will be deployed through a business model where Kensa Utilities owns the shared ground array network in the streets (like the gas network today), with residents buying a Ground Source Heat Pump (GSHP) as part of the program and plugging it into the network we deploy, paying a monthly standing charge for access (again, like gas today).

Residents will be offered 2 business models to choose from: [1] pay upfront (~£6k) and save several £100s a year on their bills; [2] pay zero upfront cost and take out a loan/green mortgage addition to pay for this £6k cost over time.

We are leading a consortium of outstanding partners, with dgCities and SELCE as our key partners, with advisory support from Imperial College, Heat Geek, Greenwich Council and UK Power Networks. We will subcontract works out to installers, Kensa Contracting, drillers, ground array designers etc.

A highly innovative, coordinated methodology has been developed with key partners through Phase 1 of the project. This involves driving awareness of GSHPs, their benefits and the attractiveness of the offers early in Phase 2a (with school visits, demonstrations, community heat days etc), with a highly personalised consumer journey to then follow (with in-home visits, surveys, designs etc) later in Phase 2a. Delivery of the shared ground array & GSHPs then happens in Phase 2b.

Phase 2a will run from January 2023 through to the end of December 2024. Each of the 4 phases will have a 'stage gate', which on successful passing that phase of the project moves into Phase 2b. Many of these 'stage gate' reviews occur before the end of December 2024, allowing a staggered approach to deployment. In order to pass a stage gate, there are numerous requirements, but the key one is to have 25% sign up to our offers in the area targeted in that phase. This will then release the BEIS funding support to deliver in Phase 2b. All Phase 2bs need to be delivered by the end of January 2025. Our coordinated methodology is expressly designed to drive high-density uptake to meet this 25% requirement, and we aim to pass the stage gate reviews for each of our 4 phases.

Kensa Utilities has experience in the deployment of this business model in the private retrofit market through our Heat the Streets project, the first time in the world that ground array infrastructure was deployed in the road as a utility for GSHPs to connect to. We're excited to build on this with Heat Pump Ready Greenwich in demonstrating the blueprint for how many millions of households in the UK and indeed beyond can be decarbonised. That said, numerous challenges will come up, with this project being at the leading edge of innovation. We seek a Project Director who is highly motivated by the challenge and brings the experience & competence to lead the project and the consortium.

WORKBASE

This role will be based within London, with regular visits to Greenwich/Eltham.

REPORTING STRUCTURE

You will have 4 direct reports in this role, whilst leading a project with 20-30+ FTEs onboard. You will report to the Kensa Utilities Managing Director.

ROLE: TARGET OUTCOMES

Outstanding consumer journey is delivered:

- Especially in phase 2a up to sign-up. Heat pump awareness is limited, and it's a challenging time economically. Think from a consumer perspective and work with experts from dgCities & on the ground teams from SELCE (who together lead the consumer journey work packages) to deliver an outstanding consumer journey that leads to sign-up.

Project delivered to schedule:

- This project has lots of moving parts, and it is crucial that you manage critical path, identify roadblocks ahead of time, and adapt the plan & stay in control – the plan will change as we go & learn.

Highest standards of health & safety throughout the project:

- In all of our interactions, and through delivery, you uphold the highest levels of health & safety without compromises across the project. This includes treating all of our partners, staff and stakeholders right and fairly.

Learnings & challenges highlighted to policy & industry, and shared:

- This project will identify blockers & challenges for wider mass heat pump deployment, and it is crucial you're able to take this bird's eye view, and identify and share them.

Subcontractors sourced, trained & set up to deliver:

- Particularly the installers required later in Phase 2a for design visits. You'll work with Kensa & Heat Geek experts to identify, source & train the installer teams, as well as the SELCE on the ground team, ensuring they deliver an outstanding consumer journey and are equipped with all information & FAQs around the solution.

High quality monthly project reporting, invoicing & administration:

- Required as this is a BEIS- and SBRI-funded program, there will be monthly reporting and strict requirements to adhere to. Also to ensure correct and prompt payment to us, our partners and subcontractors. You'll be able to recruit a project administrator to help with this.

Consortium works as one motivated team:

- Critical that partners are all on the same path, as there's a lot of parties involved in this time-critical & challenging project. Ability to motivate a team as there will be parts of this project that get tough.

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