



Kensa Heat Pumps
A KENSA GROUP COMPANY

Account Manager

Heat Pump Sales



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 and Kensa Utilities).

The Kensa Group is transforming how Britain's 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 a Sales Account Manager for Kensa Heat Pumps, your goal will be to build, establish & maintain strong working relationships with installers emerging in the ground source heat pump industry as well as maintaining existing relationships.

With a multitude of award winning products and a 'soon to be launched' national training programme for new installers, you will have the appropriate tools to help you realise these goals.

Your success will expand the Kensa Heat Pumps national reach – helping thousands of people to reduce their energy costs and the UK to achieve its net zero carbon targets – while simultaneously resulting in a rewarding and inspiring career, fostering a successful Sales team in parallel with the growth of the business you help to build.



ROLE BENEFITS

To facilitate your success within the heat pump sales team, we will provide a supportive, friendly and collaborative team environment. The ethos within Kensa Heat Pumps encourages people looking for opportunities to progress.

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: £27,000 - £38,000 base.
Dependent on qualifications and experience.

Uncapped bonus scheme: Company performance related pay plan with an OTE of 112% of base salary = £32,240 - £42,560.

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.

Working environment: This role is based at our Exeter office and has opportunity for hybrid working after successful training.

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 someone that can confidently articulate the technical benefits and advantages of ground source heat pumps to a number of audiences. You will create, develop and maintain strong commercial relationships with new and existing installation partners.

To be seriously considered for this role, please have the following in regard to:

EXPERIENCE

At least 2 years working in the heating industry, in a similar sales or account management role with comparable goals and responsibilities, or a role with transferable skills and responsibilities.

CHARACTERISTICS

Approachable, adaptable and passionate about the renewable industry. First class customer service and CRM management. Desire to succeed with a collaborative team ethic and approach.

You are precise, and a thorough problem solver. You have a highly critical, yet creative ability. You are innovative and forward thinking, driven by results. You are a quick learner and not averse to change. You are a strong critical listener, and work well as part of a small team as well as autonomously.

ESSENTIAL SKILLS

- You have a good understanding of the Renewable & HVAC industry and the routes to market.
- You should understand traditional sales disciplines and customer care.
- You are highly skilled in IT, particularly Excel & Word.
- You are familiar with CRM systems and adept at maintaining customer and project information.
- You will understand how to develop new customers and create strong business relationships.
- Good communication skills are vital, including presentations to various audiences.
- You are able to identify process inefficiencies and opportunities.
- The ability to communicate confidently, the technical, practical and commercial elements of Kensa's ground source heat pump proposal.

DESIRABLE SKILLS

- Heat pump industry experience.

ROLE RESPONSIBILITIES

As one of Kensa's Sales Account Managers, you will continually develop and improve your technical knowledge and experience around ground source heat pumps. You will become adept at recognising the suitability of each application both technically and from a funding point of view.

Throughout your endeavour to grow our brand's reach whilst meeting the needs of our customers, you will be responsible for:

- Identifying suitable ground source heat pump projects.
- Identifying potential customers & present the advantages of using Kensa Heat Pump products.
- Engaging in initial conversations with clients, architects and installers.
- Preparing detailed ground source heat pump estimates and proposals.
- You will be part of a team responsible for growing our network of approved installers.

A full list of responsibilities is overleaf.

WORKBASE

This role will be based at the Kensa office in Exeter with opportunity for hybrid working following successful training. On occasion you will be required to work at the Head office in Truro.

REPORTING STRUCTURE

- Reporting to the Sales Manager.
- Responsible for nil staff initially.

ROLE RESPONSIBILITIES

- Working collaboratively within an industry leading sales team.
- Working with other front-end departments to build strong, supportive relationships with new installers coming into the industry.
- Identify potential clients, make contact and arrange meetings. Present the advantages of using Kensa heat pumps and assist clients with identifying suitable projects.
- Engage in initial conversations with clients, architects and stakeholders with full details recorded on our CRM system.
- Gather construction information about existing or planned properties using a variety of resources including architects plans, engaging with clients, on line mapping, EPC register and project research.
- To prepare and submit quotations for clients.
- To update estimates once detailed design and sub-contractor quotes are in to confirm project viability and cross check the assumptions made at initial pricing.
- To follow up estimates, answer customer queries providing evidence where necessary.
- To convert estimates to order and manage the hand over process to our Technical and manufacturing team.
- To feedback to the marketing team and assist with development of Public Relations (PR) and case study materials.
- To maintain CRM system.
- To work cooperatively and provide support as required for all companies in the Kensa Group.
- To undertake training and assist in training other member of staff, as required.
- To attend various shows, exhibitions and permanent stands across the UK.
- To build a comprehensive knowledge of Kensa products and to keep updated with changes in product design and application.
- To have a thorough and methodical approach to gathering data from various sources.
- To have excellent knowledge of Excel working confidently with various spreadsheets and undertaking data entry.
- Ability to manipulate data and interrogate utilising formulas.
- To be reliable, punctual and structure their own schedules to meet deadlines.
- Good communication skills are vital, including presenting to various audiences.
- Proactive approach to account/customer management.
- 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 Sales Manager and the Department's needs as required.
- To be 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 which assist this.
- Whilst working at external sites comply with all on site health and safety procedures and guidelines applicable to that site.
- To work at all times in accordance with the company's Dignity & Diversity Policy.
- To undertake such other duties as may be required within the general scope of the job.

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