



Kensa Contracting
A KENSA GROUP COMPANY

Regional Operations Manager



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 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

To manage the delivery of ground source heat pump installation projects and support the project management teams through training, site visits, health and safety reviews, quality checks and site/office held meetings.

Support the sales and design team by carrying out site visits on potential projects to provide input from a project delivery perspective.

Attend pre-contract meetings with social landlords and new build developers, advise on project delivery and health and safety issues.

Support Project Managers in preparing construction phase plans, including risk assessments and health and safety procedures. Ensure all site operatives and Kensa staff adhere to health and safety requirements and Kensa processes through regular HSE audits and site meetings.

Prepare financial and resource forecasts using the project management team as appropriate to ensure the business has the appropriate staffing levels to deliver high-quality, well-run projects whilst maintaining our overheads at a level required to achieve our business plan goals.

You will work closely with Design, Sales, Logistics, Contract Administration and Compliance to handover each project to your team to offer the best service to our clients.



ROLE BENEFITS

To facilitate your success as Regional Operations Manager, we will provide an innovative and futuristic oriented environment, a forum to express and test ideas, and interesting work with challenge and opportunity.

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. Dependent on qualifications and experience.

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

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.

Office culture: We ensure you are well-stocked and 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

EXPERIENCE

Must have at least 3 years demonstratable experience in a similar operations management role with comparable goals and responsibilities, or a role with transferable skills and responsibilities covering:

- Operations Management
- Project Management
- Site Management
- HR responsibilities for project management teams
- Conflict Management
- Management of project finances

EDUCATION

- NVQ Level 3 or similar.
- Ideally Degree level or Trade related skills at Level 6 or above.

CHARACTERISTICS

- You are a dependable, proactive leader who is able to positively motivate, influence and manage a team spread over a wide area.
- You have a great capacity for task follow-through and attention to detail.
- You are accurate, logical, analytical, a 'fact-finder', you are precise, and a thorough problem solver.
- You have a high critical, yet creative, thinking ability.
- You are innovative and forward looking, driven by results and are deadline-oriented.
- You are quick learning, adaptable, and not averse to change.
- You are confident, persuasive and decisive in negotiations and decision making
- You are a strong, critical listener, and work well as part of a small team as well as autonomously.
- You are able to confidently manage potential stress associated with achieving construction programs and unforeseen events.
- You are highly organised, with the ability to handle multiple projects at once due to your ability to plan well and delegate.

ESSENTIAL SKILLS

- Financial reporting (including forecasting)
- Project Management
- Operations management
- SMSTS
- EUSR Excavations
- UK Driver's licence
- MS Office skills – including data entry and processing within excel.
- MS Project
- CSCS
- Fluent in English

DESIRABLE SKILLS

- COSHH
- First aid
- Working at height
- Asbestos awareness
- Manual Handling
- Mental health first aid

ROLE RESPONSIBILITIES

- Reporting to the Regional Director of Operations (RDO), you will be responsible for the provision and delivery of the day to day projects within the South-East area, ensuring full contract compliance/Performance with relevant legislation and good working practice.
- Provide leadership, management and motivation to the Project management team in delivering the requirements of the Project Contract Agreements. This includes a team of circa 8 staff, with additional hires expected.
- Work closely with RDO and management team to set and/or implement policies, procedures, and systems and to follow through with implementation and ensure adherence to ISO standards.
- Forecast requirements; budgeting; schedule expenditures; analyse variances; initiating corrective actions
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems; complete audits; identify trends
- Manage, monitor and audit Project services, variations, programmes within a set financial framework, and drive quality and performance standards.
- Support the Quality and Health & Safety roles during internal & external auditing (Technical, Quality, H&S).
- Lead the team to maintain a Zero Harm culture with high standards of health and safety through regular communication of policies, procedures, safety visits, updated statutory requirements, chairing Safety Leadership Team Meetings, encouraging safety observation reporting and ensuring the required training is offered, available and completed.
- Complete accident, incident and near miss investigations and work alongside the Safety Manager to determine route causes and improvements.
- Maintain a safe and healthy work environment by establishing, following, and enforcing standards and procedures; complying with legal regulations.
- Lead on recruiting, selection, training, schedule, coach, counsel and discipline employees.
- Manage relationships with sub contractors and facilitate the training of Kensa products and standards to Sub-Contractors to ensure competency.
- Ensure project managers are correctly trained and competent for delivering their work programmes, providing oversight where required.
- Support the project managers with the production of Risk Assessments, Method Statements and Construction Phase Plans, with support from Health & Safety Manager.
- Responsible for HR (appraisals, recruitment, absence management) and training needs of the team.
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints
- Review and approve operational invoices and ensure they are submitted for payment
- Produce monthly performance reports on turnover (achieved and forecast), complaints, staffing, HSE and other associated information required for reporting to the board.
- Accomplish operations and organization mission by completing related results as needed.

WORKBASE

This role will be based in the south-east region. Initially working remotely – within easy reach of the M25. You will be required to travel regularly within your region to support projects. Travel outside of your region will also be required for Training and Management meetings.

REPORTING STRUCTURE

- Reports to the Regional Director of Operations
- Responsible for Project Managers and other project staff within region.

FURTHER RESPONSIBILITIES

- To build a comprehensive 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.

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