

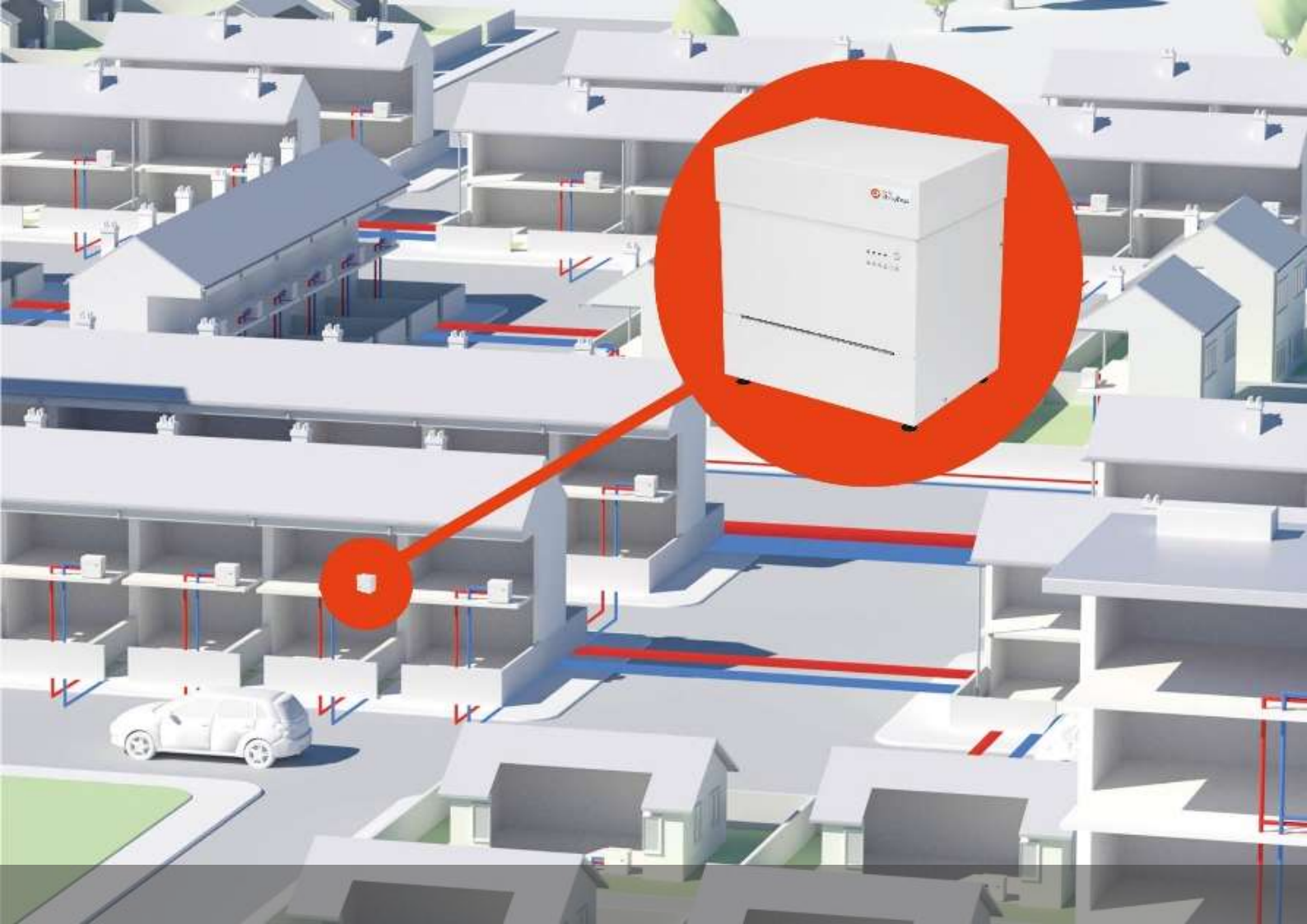


KensaHeat Pumps

A KENSA GROUP COMPANY

Installer Development & Commissioning Engineer

www.kensaheatpumps.com



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

As the Installer Development & Commissioning Engineer for the Kensa Heat Pump Installer Development team, your goal will be to enhance the smooth journey of our installers experience from the start of their project to completion.

Your success will enhance and expand Kensa's installers network - ultimately helping many to understand how to assist their end users to reduce their energy costs and the UK to achieve its net zero carbon targets - while simultaneously resulting in a rewarding and inspiring career, adopting a successful team approach in parallel with the growth of the business you help to build.



ROLE BENEFITS

To facilitate your success as a Installer Development & Commissioning Engineer, we will provide a supportive friendly and collaborative environment. The ethos within Kensa Heat Pumps encourages people looking for opportunity 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. As part of your development and growth Kensa are committed to supporting you with first class training, regular CPD updates and appraisals.

Competitive salary: 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 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. This role would be predominantly office based 9am – 5pm, with the occasional site visit when required.

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.

Training: Full comprehensive training provided.



ROLE REQUIREMENTS

We are looking for someone with some industry experience, or from a similar role who is passionate about succeeding in this bright and challenging environment within the Installer Development team. Full product and commissioning training will be given, and ongoing support provided at all times, with opportunity for growth within the business.

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

EXPERIENCE

Some experience within the heating industry or a similar role with comparable goals and responsibilities, or a role with transferable skills and responsibilities.

CHARACTERISTICS

A great capacity for task follow through and attention to detail. Accurate, logical, analytical, a 'fact-finder', you are precise, and a thorough problem solver.

You are innovative and forward looking, driven by results. You are open to and enjoy ideation, quick learning, adaptable, and not averse to change.

You are a strong critical listener, and work well as part of a small team as well as autonomously. Exceptional interpersonal communication skills.

ESSENTIAL SKILLS

- Ideally, you should have a good understanding of heating systems.
- You should understand the need to be flexible in your approach to assisting installers and clients alike within the Installer Development department.
- You will be required to attend regular team meetings where you will be expected to participate and update the team on your progress.
- You will be required to have exceptional customer service skills.

DESIRABLE SKILLS

- Some electrical knowledge is desired but not essential.
- You have good skills in IT, on a practical level. You are familiar with the key principles and practices of Excel and Word.
- You will learn to be able to identify process inefficiencies and opportunities, and highlight these with your team leader.

ROLE RESPONSIBILITIES

As one of Kensa's Installer Development Commissioning Engineers, you will continually grow the installer network and assist in streamlining the efficiency and process of Kensa's unique commissioning service.

As the industry leader we aim to provide a high level of installer and customer support and satisfaction, you will be part of a dedicated team and will be influential in shaping and growing the department's handling skills and assist in sculpting the assembly of a specialist support team.

Throughout your support to grow our Installer Network, to meet the needs of our installers in streamlining the processes facilitating their journey, you will be responsible for:

- Providing good technical information and support to both installers and end users.
- Providing a first class telephone commissioning service.
- Recording, maintaining and updating all records.
- Negotiating changes with installers before during and after each project.
- Analysing content to ensure compliance.
- Maintaining customer files with confidentiality.
- Handling incoming phone and email communications and potentially redirecting to the correct channels.
- Handling occasional office interactions with outside visitors.
- Working closely with MCS & the Post Technical Support Team and maintaining good communication.
- Maintaining regular contact with installers updating on project statuses in order to meet deadlines where necessary.
- Developing a clear understanding of non-compliance process to enable future installs to meet criteria set out in MCS standards.
- Ability to communicate technical elements of the GSHP proposal.
- Provide compelling arguments for the use of GSHPs in both new build and retrofit applications.
- To manage workload and prioritise responses accordingly.
- Support the Installer Development Team 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 maybe required within the general scope of the job.

WORKBASE

This role is based at Kensa offices in Exeter, with site visits at times.

REPORTING STRUCTURE

Initially reporting to the Installer Development Manager.

Responsible for nil staff initially.

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