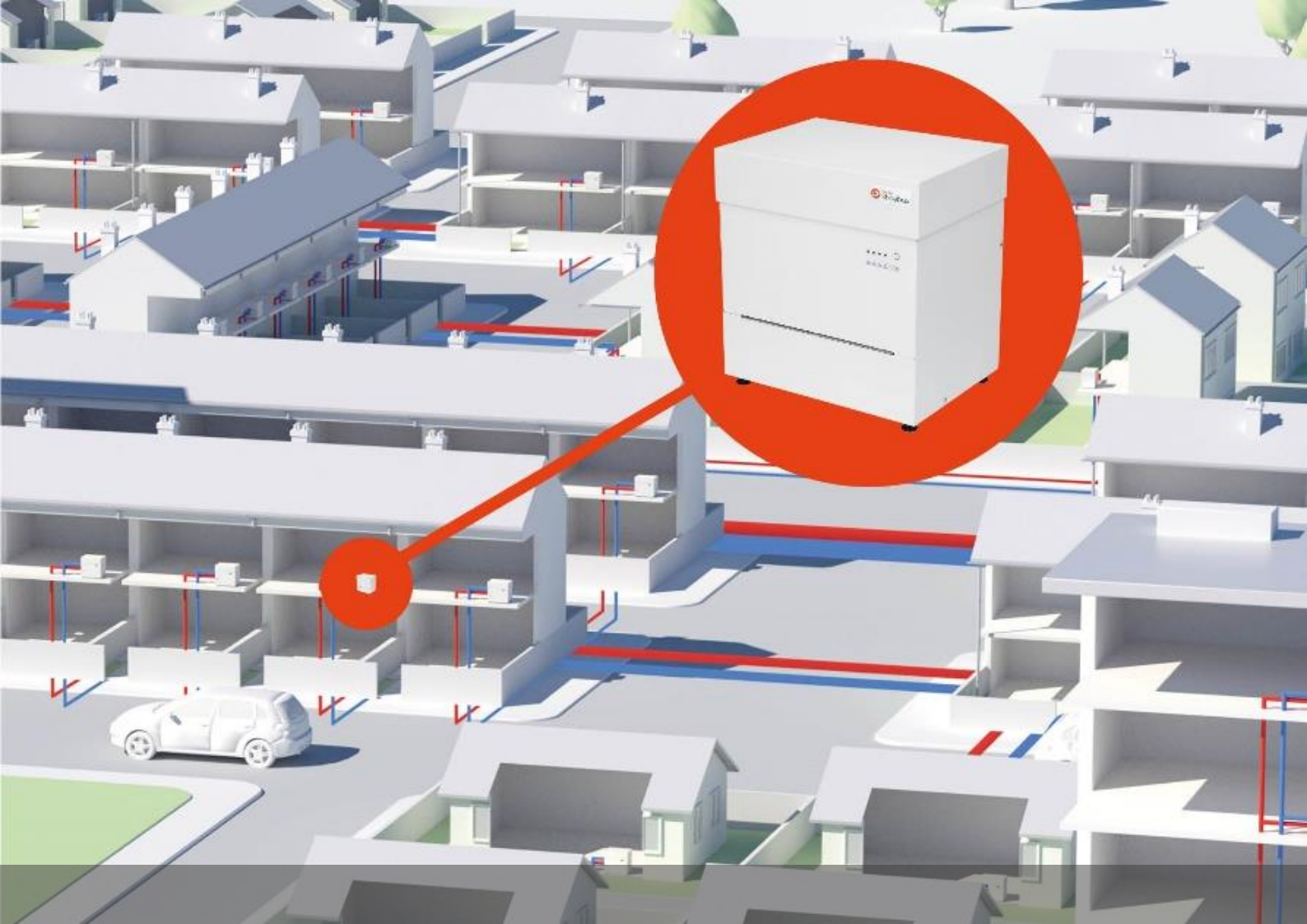


# Credit Controller

12-month part-time, Fixed  
Term Contract



# 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.

The Kensa Group is the leading manufacturer and installer of ground source heat pumps and is poised for rapid growth. Octopus Energy and Legal and General Capital invested £70m in 2023 to enable the business to rapidly grow and install 50,000 heat pumps a year by 2030. This will drive down costs of heat pumps and reduce reliance on polluting gas boilers.

This investment will make heat pumps even more accessible to more properties, including retrofits for social housing, terraced housing, and non-domestic buildings. It will also enable Kensa to offer house builders, housing associations and non-domestic customers their 'Networked Heat Pumps' solutions at a lower cost. This effectively creates a new renewable asset class, kick-starting a sector that could exceed £1bn by 2030.

# ROLE OVERVIEW

We are looking for a highly efficient and dynamic part time credit controller to join our finance team.

The ideal candidate will be responsible for administering the credit control function, ensuring all outstanding debts are collected on time. You will be critical in managing our credit and collections processes, ensuring timely payment collection and minimising credit risks. This will be both customer and business focused and will need to forge cross departmental working relationships. This also includes implementing relevant policies and procedures and will contribute to maintaining a healthy cash flow whilst optimising our financial performance.

Kensa strives to hire the best people to deliver its range of products and services, we firmly believe our people are why we have succeeded with our technology. Your success will help nurture, support, and expand a workforce to help thousands of people to reduce their energy costs and the UK to achieve its net zero carbon targets.



# ROLE BENEFITS

To facilitate your success as Credit Controller, 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.

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**Annual salary:** £25,000 FTE based on 37.50 hours (£10,000 based on 15 hours per week). Dependent on qualifications and experience.

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**Hours:** 15 hours per week, to be worked between Monday and Friday, 9am to 5pm. Exact hours and days to be worked within those times is negotiable.

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

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**Holiday:** 25 days holiday increasing to 30 days holiday (plus bank holidays) for 5+ years' service. (pro-rata)

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**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.

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**Office culture:** We ensure you are well-stocked and have all the technology and equipment you need to perform at your best.

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

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**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.

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**Wellbeing:** Free 24/7 access to an independent and confidential Employee Assistance Programme for you and your immediate family.

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**Health:** Private Health Insurance available after one year of service.

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**Active:** Cycle to work scheme to help lower your carbon footprint whilst boosting endorphins and your health.

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# ROLE REQUIREMENTS



To be considered for this role, suitable candidates will need to have the following:

## EXPERIENCE

Managing credit and accounts receivable, or in a similar credit management role. Knowledge of credit control principles and familiarity with legal and regulatory frameworks would be advantageous.

## EDUCATION

GSCE grade C or above in, Mathematics and English. AAT or similar accountancy qualifications would be advantageous.

## CHARACTERISTICS

A confident communicator with the ability to build strong working relationships. A decision maker who is organised and able to work on your own initiative. An accurate, problem solver with keen attention to detail including a strong control focus. You are approachable, a good listener, and can work well as part of a small team.

## SKILLS

- You are highly skilled in Microsoft office and have excel skills that can be both practical and analytical.
- You should understand the foundations surrounding sales ledger invoice and credit processing.
- You will be organised and methodical.
- As well as keen eye for detail and an enquiring mind you should be able to use your initiative when dealing with problems or queries.
- Exceptional communication and negotiation skills, both written and verbal, to interact with internal teams and external stakeholders.
- This role sits within the shared services department, and you should have excellent customer service at the forefront of everything you do, as such you should be approachable, with a can-do attitude and possess good interpersonal skills.

# ROLE RESPONSIBILITIES

As Kensa's credit controller you should expect a varied role for the numerically minded. You'll continually innovate and streamline the processes to ensure the smooth running of the sales ledger.

- Establishing credit limits and evaluating the creditworthiness of customers
- Develop and implement effective credit control policies and procedures to minimise credit risk and improve collection efficiency, including regular statement sending.
- Managing credit and receivable accounts to contribute to the organisation's overall financial stability and profitability.
- Monitoring credit exposure and minimising bad debt risks
- Investigating delinquent accounts and applying strategies to encourage timely payments; liaising with the sales and dispatch teams to resolve disputes where necessary.
- Maintaining accurate records of all chasing activity
- Liaising with the sales and dispatch teams to raise credit notes.
- Providing reports of outstanding debt
- Maintain positive relationships with customers, while effectively mitigating credit risks to ensure timely payment collections.
- Conduct regular credit reviews and reassess credit limits based on payment history and changes in creditworthiness.
- Additional ad hoc work within the department

## WORKBASE

This role will be based at Kensa offices in Truro with an element of hybrid working available.

## REPORTING STRUCTURE

- Reporting to the Head of Accounts.
- 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](https://thekensagroup.com/kensa-job-vacancies)

OR SEND A CV AND A COVERING LETTER TO:

[jobs@thekensagroup.com](mailto:jobs@thekensagroup.com)