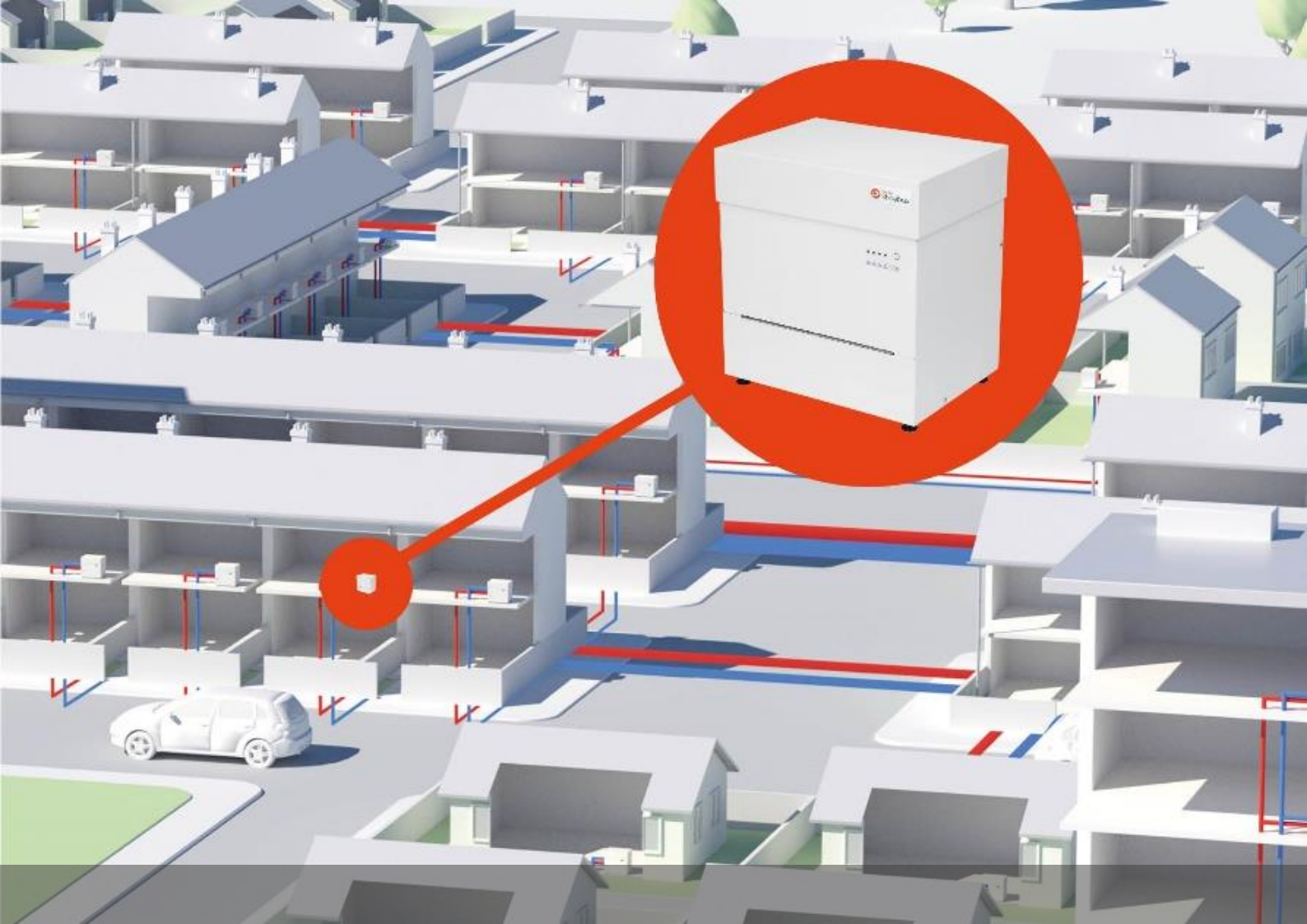


Director of Systems Transformation



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.

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 an exceptional candidate to take on a newly created role of Director of Transformation. Building on strong foundations, you will lead the development and implementation of a transformation and change programme for the company.

You will shape a new team and work across all areas of the group, developing innovative systems and approaches to match the needs of a business with significant growth plans. You and your team will provide direct support and coaching to frontline managers and supervisors as they help their direct reports through transitions.

Reporting to the Chief Technology Officer, you will need to be a strong systems thinker, with a track record of delivering change in a complex, customer-facing organisation and developing productive relationships with colleagues.



ROLE BENEFITS

Competitive salary: dependent on experience

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 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.



SKILLS AND EXPERIENCE

- Digital literacy - Superior digital competency and data fluency are a must. You don't have to be a data scientist but must be able to quickly understand a technical system can and can't be applied to a given business need. Given the rate at which technology is changing the role also requires a personal and ongoing commitment to educate yourself.
- Experienced in creating a high performing team with a goal to implement systems and processes for each customer journey that enables exceptional customer outcomes at the lowest cost and at the scale envisaged by our seven year plan.
- Experience in creating systems the business needs (physical or IT systems, systems architects, for example). Making it fit for purpose (180 people) but company will expand so will need to lead changes throughout the group.
- Business and financial acumen - You must not only have an understanding of basic financial and accounting principles in order to support sound business decisions but must also be able to take a long view and to articulate how transformation projects drive us towards our vision for the transformed business.
- Experience of turning vision and strategy into defined outcomes and deliverables.
- **Well versed in scaling** digital and physical systems, understanding how products sit in the market now and the future.
- Kensa has just moved to Microsoft stack (Microsoft SQL, Microsoft system central), so having the ability to pick up a new tool/tech and understand how to bend and adapt to the business needs would be preferably.
- Experience with the Windman system (not essential).

ROLE RESPONSIBILITIES

- Manage all transformation projects from inception through to delivery and closure, supporting across the lifecycle of project delivery and benefits realisation.
- Responsible for providing portfolio and resource management across all transformation change projects working within an appropriate governance framework
- Ensuring projects deliver high quality outcomes on time and budget and to the satisfaction of business stakeholders and our customers.
- Communicating the status and benefits of transformation projects at Board, SLT and all-hands meetings.
- Lead and manage the transformation team and provide direct support and coaching for stakeholders in transformation projects.
- Growth mindset - You will be committed to learning, curious, open to new ideas and confident you can master any new subject area required for transformation project to succeed.
- Negotiation – Excellent relationship-building skills such as negotiating, collaborating, and inspiring people are critical to project success and are necessary in this role.
- Storyteller - Transformation is a story. As a leader, you will need to understand and embrace that story in order to motivate teams and bring them along with your vision.
- Knowledge of Organisational and process design – You will need to understand and clearly articulate potential organisational and process designs such that you can frame potential future states for project team consideration.
- Team leadership.

A good first six months looks like:

- Recruit at least one new person into team
- Agree with SLT the governance structure for the transformation team building on existing work
- Capture and articulate the business benefit for all ongoing systems improvements
- Create and drive an aggressive plan for the new Contracting IT system

WORKBASE

Flexible work location with frequent travel to our head office near Truro as well as Exeter and Bradford offices.

REPORTING STRUCTURE

Chief Technology Officer

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