

Schedule 1 to Statement of Employment Particulars

KENSA CONTRACTING LIMITED - JOB DESCRIPTION

Job Title: Contracting Sales Manager – South East

Workbase: Home Office

Responsible to: Stuart Gadsden, Director of Sales (South East)

Responsible for: Nil Staff

Environment:

Established in 1999 Kensa is a specialist supplier and manufacturer of ground source heat pump systems. Kensa supplies its products and services to a wide range of customers including self-builders, installers, house builders, social landlords and other commercial clients.

Kensa also advises many government departments and leading companies on the use and suitability of heat pumps in different applications and has become well known within the market for its honest and straightforward advice.

Kensa Contracting Ltd, part of the Kensa Group, was established in 2012. The company carries out large scale ground source heat pump installations in residential and commercial buildings.

The Kensa Group operates over two main sites, one in Truro, Cornwall and one in Exeter, Devon. There are also a number of employees working more remotely across England in either their home or on site. We expect this role to be based at a home office (Kensa will provide a laptop and a mobile phone) but will frequently involve travelling to active or potential sites across the South East of England but could less frequently be anywhere in the country. You will also be required to travel to either of the two main offices to attend meetings.

Main Purpose of Job:

To further develop and increase Kensa's market across the South East of England, in conjunction with other sales and business development colleagues based in this region.

The postholder will be responsible for arranging and attending meetings with clients to present the technical, practical and commercial case for the installation of Kensa Ground Source Heat Pumps.

The individual will be responsible for securing orders for Kensa Contracting Ltd (KCL) from new and existing customers, maintaining commercial relationships with existing customers, managing and securing repeat business and developing additional opportunities with the existing client base.

The postholder will be required to assess the thermal characteristics of properties where ground source heat pump installations are proposed. Gather construction data via plans, SAP/EPC data and on line mapping. Use this information to carry out room by room heat loss calculations and initial desk-based assessments of geology for the suitability of GSHP installations for each site. Produce

estimates for GSHP installation using specialist software based on the assessment of the project, including calculations for grant funding available in the form of RHI and ECO.

You will be required to attend pre-contract meetings and manage the hand over process to the design and delivery team to ensure clients' requirements are met through the delivery of the contract.

In this role the individual will prepare bids for tender opportunities including managing the submission of pricing, technical and quality evaluation sections along with supporting evidence.

Functional links with:

New and existing clients, architects, social housing landlords, construction companies, main contractors, M&E consultants, M&E contractors, developers, distributors, installers, suppliers, colleagues, tenants, end-users, local and central government officials and other business contacts.

Duties and Responsibilities:

1. To identify potential clients, make contact and arrange meetings. Present the advantages of using Kensa heat pumps and assist clients with identifying suitable projects.
2. To 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.
3. To engage in initial conversations with clients, architects and internal design meetings, ensuring follow-up actions are taken and full information is recorded.
4. To interrogate and take off from drawings showing construction details including floor plans, layouts of existing heat and hot water infrastructure, site access, proposed heat pump locations and proposed borehole locations.
5. To gather as much information about the property as possible and work with the Estimating and Design Teams as required to make the best estimate of heat loss possible with the information provided. This may include undertaking heat loss calculations.
6. To provide summary heat loads and borehole depth to sub-contractors for pricing purposes.
7. To prepare and submit quotations for clients.
8. To update quotations once detailed design and sub-contractor quotes are in to confirm project viability and cross check the assumptions made at initial pricing.
9. To follow up quotations and answer customer queries providing evidence where necessary.
10. Negotiation of contract and payment terms with clients.
11. To convert quotations to order and manage hand over process to delivery.
12. To review and maintain the estimating database and make recommendations for improvements to increase accuracy and competitiveness.
13. To help to ensure that the format of quotes is in line with MCS requirements.
14. Represent the company at sales orientated events, trade shows, conferences and the like.
15. Feedback to marketing team and assist with development of PR and case study materials.
16. Maintain CRM system and contribute to monthly reporting to Commercial Director.
17. To work cooperatively and provide support as required for all companies in the Kensa Group.
18. To undertake training and assist in training other members of staff as required.

19. To actively and positively contribute to the annual appraisal process and to follow up agreed actions.
20. To be a positive ambassador of Kensa at all times.
21. 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.
22. To work at all times in accordance with the company's Dignity & Diversity Policy.
23. To undertake such other duties as may be required within the general scope of the job.

Key Behaviours and Skills:

1. To build a comprehensive knowledge of Kensa products and systems and to keep updated with changes in product design and application.
2. Thorough and methodical approach to gathering data from various sources.
3. Excellent knowledge of Excel, working confidently with various spreadsheets and undertaking data entry.
4. Well-developed IT skills.
5. Ability to manipulate data and integrate utilising formulas.
6. Be reliable, punctual and structure your own schedules to meet deadlines.
7. Good communication skills are vital, including the ability to deliver presentations to various audiences.
8. Proactive approach to account/customer management.
9. Ability to communicate both technical and commercial elements of the GSHP proposal.
10. Provide compelling arguments for the use of GSHP in both new build and retrofit applications.
11. Manage workload and prioritise responses accordingly.

Experience:

1. A proven technical sales track record ideally within the H&V, renewables or building services industry.
2. Experience of dealing with the social housing sector, public sector and/or residential housing developers.
3. Demonstrable knowledge of renewable heating systems, as well as a good understanding of the government renewables incentives.
4. Well-developed interpersonal and sales skills with the ability to influence decisions at a senior level.
5. Demonstrable experience in developing/managing a pipeline of prospects to achieve results.

Person specification:

1. Ideally degree level education.
2. Good attention to detail.
3. Ability to work to deadlines.
4. Enthusiastic with a "can-do" attitude.

5. Fast learner, with the ability to grasp technical concepts quickly and convert these into cohesive sales messages to technical and non-technical people alike.
6. High energy, self-motivated, with the ability to work both unsupervised and as part of a team.
7. Able to get on well with people from all walks of life.

Remuneration

Annual base salary of £35,000 – £45,000 depending on qualifications and experience. You will also partake in the company performance related pay plan. More details will be provided but basic overview is:

- Gross margin targets are set on a quarterly basis and all Kensa contracting staff (sales and delivery) are on the same pay plan.
- Where quarterly sales are 50% or less of the target, quarterly pay will be 80% of base salary.
- A sliding scale then determines the quarterly pay, with base salary achieved at approximately 84% of target with no upper limit.
- On target performance represents approximately 112% of base salary.

Company Car

The postholder will be given a maximum budget of £400 per month to choose their own company car (on a lease). The company will pay the lease company directly.

Pension

All Kensa Contracting employees are automatically enrolled into the company pension scheme (with Nest). As of 1st April 2019, employee contributions are 5% and employer contributions are 3%.

Holidays

All Kensa Contracting employees will start with 20 days holiday plus the standard 8 bank holidays. After two years' service, this will increase to 22 days holiday and will increase by one day per year up to a maximum of 25 days holiday for 5 years' service (and above). Kensa does shutdown over the Christmas period and employees have to use their own holiday entitlement for this (typically 3 days per year, occasionally 4).

Other

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.

Signed by Post Holder

Signed:..... Date.....