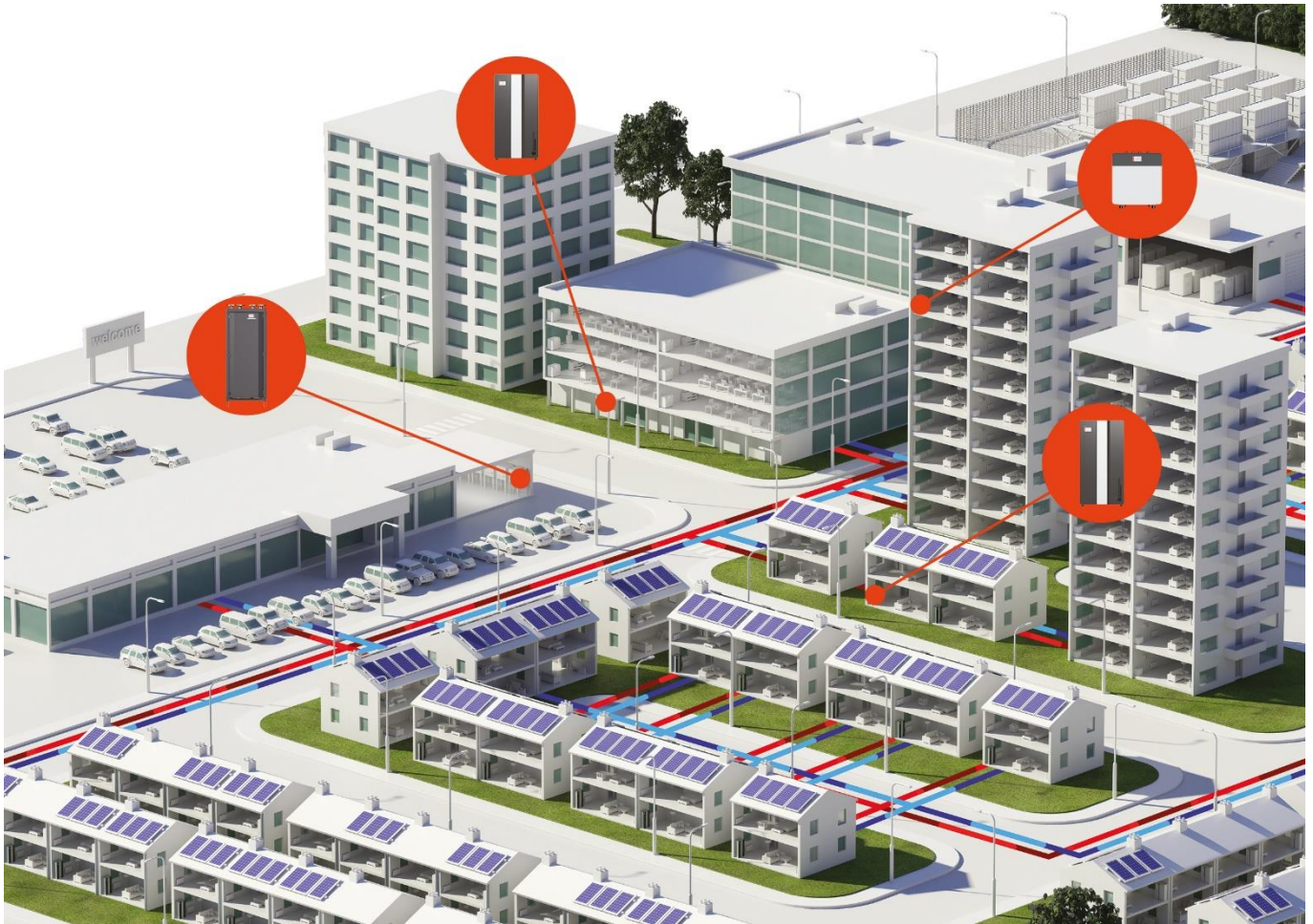




Kensa Contracting  
A KENSA GROUP COMPANY

# Resident Liaison Officer



## 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 the 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

As a Resident Liaison Officer, you really are the face of our company. You will be working closely with residents and building users on site, providing clear and open communication through face-to-face interaction.

This role is not for the faint hearted, you will need to be able to act on your feet and think outside of the box. You will be pivotal to the success of our contract and as such we expect a lot, but in return you will be rewarded with a great salary, training that will equip you to deal with whatever comes your way and support to really make this role your own.

Working with our wider operational team, you will plan and strategise early communication between all key stakeholders, residents and building users. You will be process driven and have experience working to tight deadlines. As a real people person, you need to be able to smile in the face of adversity, work well under pressure and be able to multitask confidently. Confidentiality and discretion are key because you will be working with residents in their own home.

To provide information and support for tenants and leaseholders whose homes are affected by major works and to ensure that procedures for communicating and consulting with residents on capital projects demonstrate best value.

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## Key Responsibilities

- Offer information, advice and assistance to tenants and leaseholders whilst major works are being carried out in their home.
- Liaise with and set the standard for contractors and contract stakeholders.
- Create and distribute resident information packs and regular written/verbal updates to residents and stakeholders.
- Liaise with contractors, our clients and Kensa Contracting staff to secure satisfactory outcomes where there are difficulties in gaining access to dwellings or where there are other disputes with residents.
- Advise Project Managers of any issues which may affect the project.
- Arrange and attend meetings, presentations and exhibitions for residents. This may require working outside normal working hours including evening and weekends.
- Design and carry out social surveys prior to the commencement of major projects.
- Establish and maintain a customer feedback/complaints procedure for each project.
- Ensure information on vulnerable residents or those posing a risk is communicated in line with policy.
- Ensure proactive approach to identify vulnerable residents within programmes, and where appropriate ensure adequate provisions made for their needs long term.

### Pre-Installation

- Communicate the installation process to residents, answering questions and signposting accordingly
- Coordinate and host Kick-Start Meetings with all residents
- Identify and record all necessary resident data e.g., language barriers, communication preferences, health concerns

## During Installation

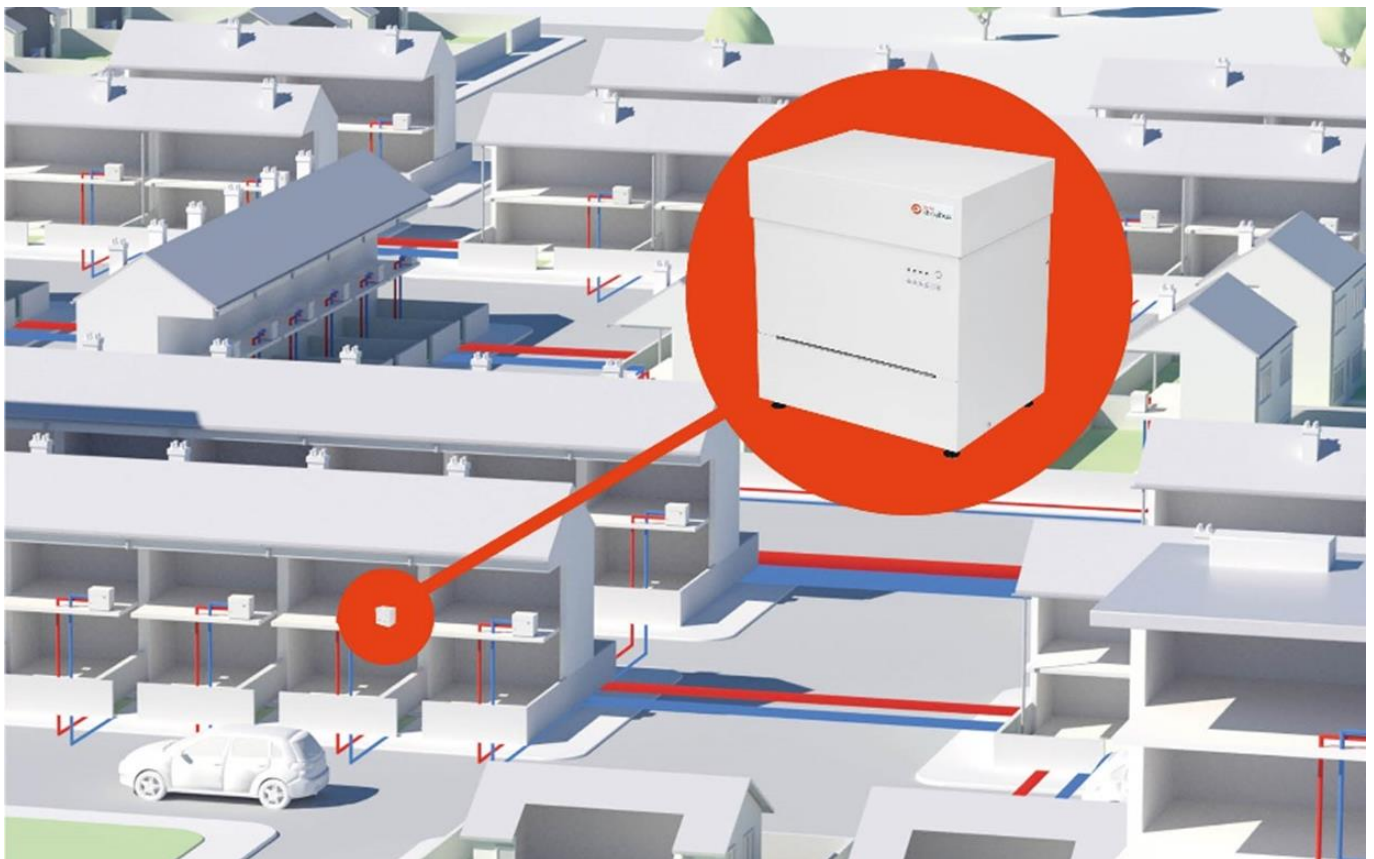
- Build and maintain relationships with customers, residents, building users and subcontractors
- Ensure that all HSE and Quality Standards and policies are being adhered to in support of the residents
- Proactively maximise comfort for all residents resolving issues quickly and effectively
- Communicate clearly, openly, and honestly with residents
- Coordinate and attend Resident Liaison meetings
- Maintain notice boards and ensure visual communication remains accurate and up to date

## Post-Installation

- Obtain post-installation feedback
- Collate post-installation data and report as necessary
- Complete lessons learned with wider team to drive improvement

# Skills and experience

- Can form working relationships with people from all walks of life
- Be approachable and friendly
- Able to think outside of the box
- Can think on your feet while working to tight deadlines
- Clear and direct communicator
- IT literate
- You must have previous experience as a Resident Liaison Officer
- Have a minimum of 5 x GCSEs including Maths and English
- Have well developed verbal and written communication skills
- Thrive under pressure
- Be a team player, but also comfortable working alone
- Able to deal calmly with stressful situations
- Hold a clean DBS



# How will Kensa support you?

- We encourage and support with development, including internal and external courses, learning, study, and software, all bespoke to you.
- Wellbeing: free 24/7 access to an independent and confidential Employee Assistance Programme for you and your immediate family.
- Work hard, play hard! We love to host regular Kensa parties for staff and their families.

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## What Kensa has to offer

**Competitive salary** £35,000 – £37,000

**Uncapped bonus scheme**

(Company performance related pay plan with an OTE of 112% of base salary).

**Holiday**

25 days holiday increasing to 30 days holiday (plus bank holidays) for 5+ years service.

**Health**

Private Health Insurance is available after one year of service.

**Flexible working environment**

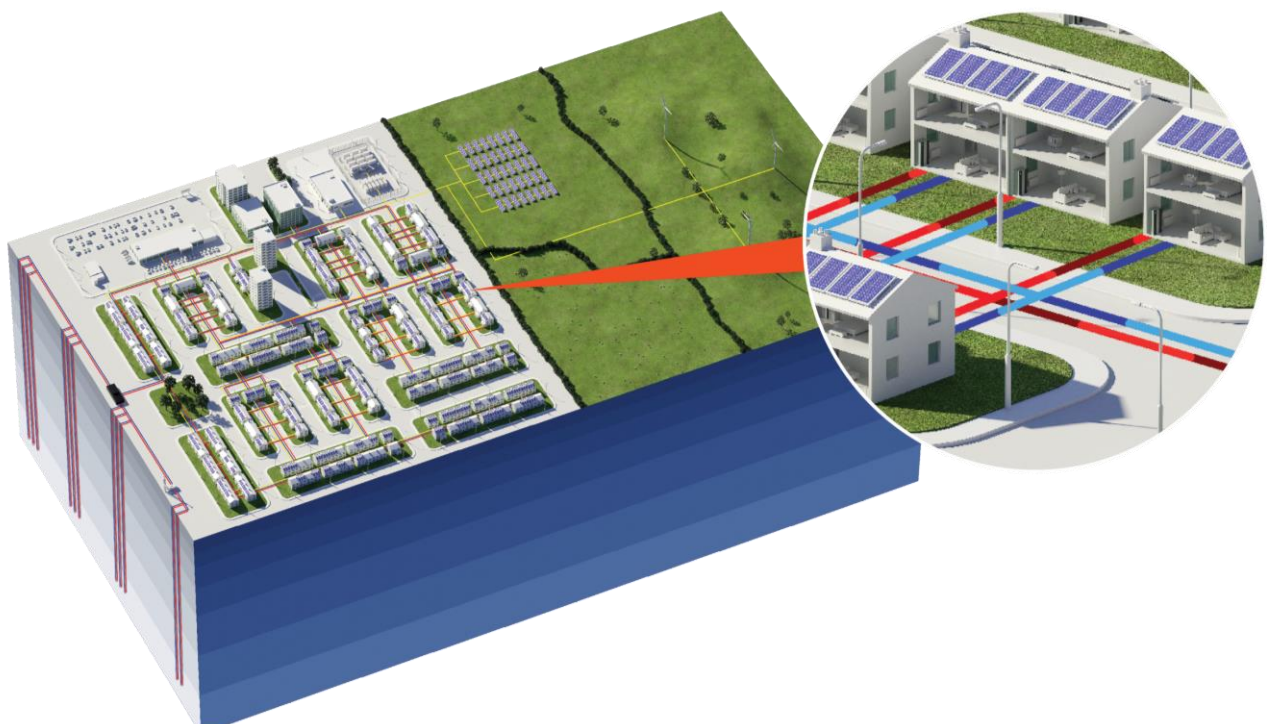
We understand the benefits of flexible working conditions to meet the demands of your role, so we can accommodate a blend of working from home and office based.

**Pension**

Automatic enrolment into Kensa's company pension scheme.

**Cycle to Work Scheme**

Help lower your carbon footprint whilst boosting endorphins and your health.



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 covering letter to:**

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