



Gilbert Gilkes & Gordon Ltd

Candidate Brief



Background

Gilkes delivers innovative, single source solutions to the Small Hydropower & High Horsepower Engine markets.

Working meticulously with our customers to ensure the very best in product design, total cost of ownership & operational excellence, our range of hydropower turbines and engine cooling pumps deliver solutions to meet the most demanding of technical specifications and environments.

With international credentials earned in over 85 countries, a Royal Warrant and over 165 years of design and manufacturing experience behind us, we are small enough to be agile and responsive, whilst large enough to have the technical and engineering competence needed to be one of the world's leading brands.

Headquartered in Kendal in the English lake district, Gilkes is an independently owned business with circa 160 employees across the world.

We have manufacturing sites in Kendal and Houston, Texas as well as a sales office in Tokyo, Japan.

Our Purpose

Our values-based approach has been shaped from a 165 year heritage as a family-owned business. We believe in developing ethical business relationships with a positive environmental focus that bring about long-term sustainable success. Our people are committed to ensuring that Gilkes' products make a meaningful difference & provide a platform for the transition to a low carbon economy.

People & Culture

We strongly believe that our people are the ultimate differentiator & are at the heart of everything we do. It is their passion, creativity, hard work & dedication that enables Gilkes to grow & prosper.

Gilkes invests in its people & in developing a positive organisational culture.

Our four key values are:

- Teamwork
- Integrity
- Excellence
- Commitment

Current Position & Context

Gilkes is moving fast to adapt to an ever changing economic environment, ensuring we continue to be relevant in our chosen markets.

The organisation recently carried out a strategic review & adjusted its cost base in response to the pandemic.

Pumps is seeing growth & we have had huge interest in our new small marine pump from all of the big players including Caterpillar, Volvo, Scania & John Deere.

The small Hydro market is trending towards energy recovery & we are well placed to fully exploit this with our current product portfolio.

The Hydro aftermarket, especially in the UK, offers real growth prospects for Gilkes and we are aligning Service, Modernisation and Electrical to take full advantage of these opportunities.

Our Business Model & Strategy

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| <p>What we do...</p> <p>We leverage opportunities through our expertise, dedication & agility</p> | <p>Client Acquisition & Development</p> <ul style="list-style-type: none"> • Our customer-facing teams build & maintain a dialogue with clients based on openness & transparency • We build & maintain our customer relationships based on ethical behaviour | <p>Project Delivery</p> <ul style="list-style-type: none"> • Our aim is to deliver projects 100% on-time-in-full • A formal process exists to ensure the most efficient use of resources & competencies | <p>Product Life Cycle Management</p> <ul style="list-style-type: none"> • We actively manage & support our products as they transition through their life cycle from New >> Spares >> Service >> Refurbishment |
| <p>How we do it...</p> <p>We continually improve our products & services to support our customer's success</p> | <p>Customer Service</p> <ul style="list-style-type: none"> • When required by our customers, we go the extra mile without question • We stand by our products & believe in doing what we said we would do | <p>Focus on Productivity</p> <ul style="list-style-type: none"> • Business Excellence is embedded throughout the organisation • We critically review our end-to-end business processes to eliminate non value-added practices | <p>Expanded Offerings</p> <ul style="list-style-type: none"> • Expanding our product offerings to meet our customers' needs • Offering solutions with unique value propositions |
| <p>Our competitive advantage...</p> <p>We strive to maintain a high performance workplace for our employees to excel</p> | <p>Our People</p> <ul style="list-style-type: none"> • We believe our people are the ultimate differentiator • We are working to create a culture of empowerment & achievement | <p>Our Processes</p> <ul style="list-style-type: none"> • High productivity is a competitive advantage • Our processes are designed & managed to optimise stakeholder value | <p>Our Agility</p> <ul style="list-style-type: none"> • We use mechanisms to identify changes in the external environment & translate these into potential opportunities • We are continually developing our technology portfolio to meet these opportunities |

Structure & Governance

The Board

Approves strategy & leads Gilkes to achieve long-term success

Chair

- Leads the Board & ensures it operates effectively
- Maintains a culture of openness & debate
- Ensures effective dialogue between the Board

Executive Directors

- Day-to-day management of the business
- Implementation of strategy

The Management Team

Responsible for the ongoing management of the business. Runs the business day-to-day & delivers performance in line with the strategic plan. Meets on a monthly basis led by the CEO.

- Responsible for the development & delivery of business plans & forecasts
- Monitoring of operational & financial performance
- Health & safety management
- Improving quality standards

Some of Our Customers

Hydro



Pumps



The Appointment

| | |
|-----------------------|--|
| Role Title | Demand Controller |
| Reporting to | Supply Chain Manager |
| Company | Gilbert Gilkes & Gordon Ltd |
| Website | www.gilkes.com |
| Based | Kendal, Cumbria |
| Remuneration | £Competitive (DOE) |
| Other Benefits | Generous pension scheme, home working opportunities... |

Overview

Gilkes has an exciting opportunity for an enthusiastic & motivated Demand Controller to join us at our head office in Kendal.

Reporting to the Supply Chain Manager you will play a key role in managing the customer demand for pumps and spares and acting as the voice of the customer within our busy Supply Chain Team.

Responsibilities

- To identify & manage abnormal demand from our customers
- To ensure that when actual demand exceeds planned supply, decisions are escalated as per the company demand policy
- Work with other internal departments to ensure there is a smooth and efficient transition to the long-term forecast
- Ensure the accuracy and integrity of data within our internal ERP system IFS, at all times.

Person Specification

Gilkes is looking for a courteous & professional team player who can bring energy & positivity to a well-established planning team.

With a solid work ethic and a can-do attitude, diligence & reliability will be essential in providing an excellent on time delivery service to our customers.

The Role

The Demand Controller plays a key role as the conduit between our customers and the Sales & Supply planning departments within Gilkes.

The role has the following key elements:

- **Communication** – ability to manage customer expectations effectively
- **Forecasting** – ensuring rolling 13-week forecasts are maintained to meet customer demand
- **Relationships** – maintaining & building relationships with clients & customers

Expectations

- Pro-actively contribute to the smooth running of the planning office
- Represent Gilkes positively & appropriately
- Uphold the company's code of conduct
- Do not engage in any activity which could be detrimental to Gilkes

Experience/personal skills

- Advanced levels of numeracy and literacy (A level, NVQ level 3 and 4 or equivalent)
- At least 3 years' experience is preferred in a similar role
- Proficiency with Microsoft Office; especially Excel
- Working knowledge of relevant ERP systems, E.G. IFS
- Strong customer service and communication skills are required
- High levels of tact & diplomacy in all written & verbal communications
- Excellent attention to detail

To apply: Please send your CV and covering letter to recruitment@gilkes.com