



# 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

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

## Structure & Governance

The Board	
Approves strategy & leads Gilkes to achieve long-term success	
<b>Chair</b> <ul style="list-style-type: none"> <li>Leads the Board &amp; ensures it operates effectively</li> <li>Maintains a culture of openness &amp; debate</li> <li>Ensures effective dialogue between the Board</li> </ul>	<b>Executive Directors</b> <ul style="list-style-type: none"> <li>Day-to-day management of the business</li> <li>Implementation of strategy</li> </ul>

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.	<ul style="list-style-type: none"> <li>Responsible for the development &amp; delivery of business plans &amp; forecasts</li> <li>Monitoring of operational &amp; financial performance</li> <li>Health &amp; safety management</li> <li>Improving quality standards</li> </ul>

## Some of Our Customers

### Hydro



### Pumps



## The Appointment

<b>Role Title</b>	Logistics Administrator
<b>Reporting to</b>	Logistics Manager
<b>Company</b>	Gilbert Gilkes & Gordon Ltd
<b>Website</b>	www.gilkes.com
<b>Based</b>	Kendal, Cumbria
<b>Remuneration</b>	£18,194 to £24,720 per annum
<b>Other Benefits</b>	Generous pension scheme, home working opportunities...

### Overview

Gilkes has an opportunity for an enthusiastic & motivated Logistics Administrator to join us at our head office in Kendal.

Reporting to the Logistics Manager you will play a key role in ensuring that all transactions, including those entered onto the Company's IFS system, are accurate and completed in an effective and efficient manner. To maintain the appropriate databases and liaise with the Sales, Stores and Production to plan shipments.

### Responsibilities

- Raising quotations & sales orders in a timely manner
- Handling customer requests & enquiries
- Maintaining client records to a high standard
- Liaising with other internal departments to ensure excellent levels of customer service
- Generating reports & analysis for Senior Management

### Person Specification

Gilkes is looking for a courteous and professional team player who can bring energy, commitment and positivity to a well-established logistics team.

With a solid work ethic and a can-do attitude, diligence and reliability will be essential in providing excellent logistics administration support.

### The Role

The role sits within the logistics department and plays a vital role in ensuring that all paperwork and transactions are completed accurately.

Responsible for making sure supplies, stock, materials, packages, and/or products are processed through the delivery and/or warehouse system efficiently and safely. Maintaining records and storage systems so that data can be retrieved quickly is an essential part of the role.

### Expectations

- Pro-actively contribute to the smooth running of the logistics team
- 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

- GCSE or O'Level equivalent, Grades A – C including Mathematics and English
- Self-starter, results driven, and eager to adjust to the changing needs of the company
- Strong communication, planning and organisational skills, including written and verbal
- Demonstrate resilience and flexibility; adapts well to new circumstances
- Have high energy
- Decision Making skills
- Energetic and self-motivated
- Excellent attention to detail

To apply: Please send your CV and covering letter to the Gilkes HR Department at [recruitment@gilkes.com](mailto:recruitment@gilkes.com)