



# Gilbert Gilkes & Gordon Ltd

Candidate Brief

## The Appointment

<b>Role Title</b>	Data Administrator
<b>Reporting to</b>	IT Manager
<b>Company</b>	Gilbert Gilkes & Gordon Ltd
<b>Website</b>	www.gilkes.com
<b>Based</b>	Kendal, Cumbria
<b>Remuneration</b>	£20,468 - £27,810
<b>Other Benefits</b>	Generous pension scheme, group life assurance & more

### Overview

Gilkes is looking to appoint an enthusiastic and focussed Data Administrator to take responsibility for the input, maintenance, quality and integrity of data held in our ERP/CRM system (IFS).

Reporting to the IT Manager, the role sits within the IFS Applications Support Team as part of the wider IT group and has regular liaison with business process owners and Senior Management.

### Responsibilities

- Create and maintain master data within the IFS system
- Analyse current data for potential integrity issues & conduct root cause analysis
- Work with data owners to implement corrective action
- Conduct scheduled audits of system data & produce monthly KPIs
- Assist users with data reporting and analysis

### Person Specification

We are seeking someone who is passionate about data accuracy and capable of paying a high level of attention to detail without losing sight of the bigger picture.

The role requires a tenacious and resilient individual, capable of exercising initiative and judgement, and making decisions when required.

You will be self-motivated and able to work effectively both autonomously and as part of a team.

### The Role

We measure performance and make business decisions based on trusted system data. It is vital this data is accurate and consistent.

This role is critical in ensuring the accuracy and integrity of our data and driving continuous improvement by production of relevant analysis and KPIs.

### Expectations

- Manage master data robustly to ensure it is as accurate as possible at all times
- Work closely with data owners to support improvement
- Gain a good understanding of data flows & significant data relationships within the system
- Work with the Applications Support team to generate accessible, relevant & focussed business information

### Experience/personal skills

- GCSEs in English & Maths at Grade 6 or equivalent
- Experience of working with ERP systems and conducting audits is advantageous but not essential
- Confident using Excel to manipulate data
- Strong analytical & problem-solving skills
- Excellent communication skills, with the ability to explain technical concepts in a user-friendly way.
- Good team skills with the ability to build relationships across the business



## 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

