



Gilbert Gilkes & Gordon Ltd

Candidate Brief



Background

Gilkes provides innovative, single-source solutions for the Small Hydropower and High Horsepower Diesel Engine markets.

By working closely with our customers, we ensure excellence in product design, total cost of ownership, and operational performance. Our hydropower turbines and engine cooling pumps are engineered to meet the most demanding technical specifications and environments.

With a legacy spanning over 170 years, a Royal Warrant, and a global presence in more than 85 countries, we combine agility and responsiveness with the technical expertise of a world-leading brand.

Headquartered in Kendal, in the heart of the English Lake District, Gilkes is an independently owned company with approximately 175 employees worldwide. Our operations include manufacturing facilities in Kendal and Houston, 3 Service Centres in Scotland and a sales office in Tokyo.

Current Position & Context

Gilkes is rapidly evolving to stay ahead in an ever-changing economic landscape, ensuring our continued relevance in our chosen markets.

Our pumps business continues to expand, particularly in the power generation sector, where the rising demand for standby power for large data centres is driving growth.

Our Purpose

Rooted in a 170-year heritage as a family-owned business, our values-driven approach prioritises ethical business relationships and a commitment to environmental sustainability.

We are dedicated to delivering long-term, responsible success by ensuring our products contribute meaningfully to the transition toward a low-carbon economy.

People & Culture

Our people are at the core of everything we do - they are the driving force behind our success. Their passion, creativity, and dedication enable Gilkes to thrive and grow.

We are committed to investing in our employees and fostering a positive, inclusive company culture.

Our 4 key values are:

- Teamwork
- Integrity
- Excellence
- Commitment

In the UK, the hydro aftermarket presents significant growth opportunities for Gilkes. We are strategically aligning our Service, Modernisation, and Control Systems teams to maximise these prospects.

The small hydropower market is shifting toward energy recovery, and our existing product portfolio positions us well to capitalise on this trend.

Our Business Model & Strategy

<p>What we do...</p> <p>We leverage opportunities through our expertise, dedication & agility</p>	<p>Client Acquisition & Development</p> <p>Our customer-facing teams foster open & transparent communication with clients</p> <p>We build and sustain customer relationships with integrity and ethical practices</p>	<p>Project Delivery</p> <p>Our goal is to achieve 100% on-time, in-full project delivery</p> <p>A structured process ensures optimal resource allocation and efficiency</p>	<p>Product Life Cycle Management</p> <p>We actively manage & support products throughout their lifecycle, from initial production through to spares, service & refurbishment</p>
<p>How we do it...</p> <p>We continuously enhance our products and services to drive our customers' success</p>	<p>Customer Service</p> <p>We go above and beyond for our customers whenever needed, without hesitation</p> <p>We stand behind our products and honour our commitments</p>	<p>Focus on Productivity</p> <p>Business excellence is at the core of our organisation</p> <p>We continuously evaluate our end-to-end processes to eliminate inefficiencies and maximise value</p>	<p>Expanded Offerings</p> <p>Expanding our product range to better serve our customers' needs</p> <p>Delivering solutions with distinct value propositions</p>
<p>Our competitive advantage...</p> <p>We are dedicated to fostering a high-performance workplace where our employees can thrive</p>	<p>Our People</p> <p>We believe our people are the key to our competitive edge</p> <p>We are committed to fostering a culture of empowerment and success</p>	<p>Our Processes</p> <p>High productivity gives us a competitive edge</p> <p>Our processes are strategically designed & managed to maximise stakeholder value</p>	<p>Our Agility</p> <p>We utilise mechanisms to detect changes in the external environment and convert them into potential opportunities</p>

Some of Our Customers

Hydro



Pumps



The Appointment

Role Title	Key Account Manager
Reporting to	Head of Aftermarket Sales
Company	Gilbert Gilkes & Gordon Ltd
Website	www.gilkes.com
Based	Kendal, Cumbria
Remuneration	£30,338 - £41,220
Other Benefits	Flexible Working, Generous Pension Scheme (Employer 10% contribution & employee 4%), Enhanced Family Leave, Cycle to Work Scheme, Life Insurance (3x annual salary), Access to OH / EAP, Company sick pay, 25 days holiday plus bank holidays...

Overview

Gilkes has an exciting opportunity for an enthusiastic & motivated Key Account Manager to join us at our head office in Kendal, Cumbria. Reporting to the Head of Aftersales, you will be responsible for the aftersales customer relationship and management of customer accounts to deliver the Hydro business units aftersales portfolio of products and services. This role is the customers single point of contact and interface with the business.

Responsibilities

- Increase customer account value while addressing customer needs.
- Provide quotations for work outside of contractual obligations.
- Bring customer needs to the business.
- Confidently present Gilkes Service plan offerings to customers.
- Collect feedback on products and services, including customer complaints.
- Propose scheme improvements with internal support.
- Manage the delivery of the Service Agreement to customers.
- Coordinate with internal suppliers to support Service Agreement delivery.
- Monitor contract details, notify clients of upcoming expirations, and assist with renewals.
- Visit customer sites to review contract performance and identify revenue growth opportunities.
- Prepare and follow up on customer proposals to generate new business.
- Execute and manage in accordance with company standards and systems

Person Specification

Gilkes is looking for an organised, team player who can bring energy & positivity to the role.

With a solid work ethic and a can-do attitude, diligence & reliability will be essential in providing quality support to clients and working closely with other departments to deliver products and services in a timely manner.

To apply, please forward your CV to recruitment@gilkes.com. We reserve the right to close this vacancy early if we receive sufficient applications for the role.

The Role

The Key Account Manager plays a crucial role in building and maintaining relationships with customer account holders as the single point of contact to manage their aftersales portfolio of products and services.

The role has the following key elements:

- **Communication and presentiaion** – strong interpersonal skills with the ability to interact with customers to identify and help meet their desires
- **Facilitation skills** – strong ability to coordinate and organise the after sales activities to ensure high quality customer experience
- **Problem-solving** – able to develop and implement solutions necessary to ensure increased business sales and customer satisfaction
- **Relationship management** - Proven ability to successfully build and manage relationships with a diverse range of stakeholders including the ability to work well as part of a team
- **Organisation** – demonstrates resilience and flexibility whilst managing a busy schedule and workload

Experience/personal skills

- Degree in Engineering or Business discipline
- Experience in sales and working in a commercial environment
- Presentation skills
- Proven record in a technical sales role
- Working knowledge of Word, Excel and PowerPoint.