OPULENCE
HOME COMFORT

CAREERS · BURY ST EDMUNDS

Build and lead our new *Air Conditioning Division*

AIR CONDITIONING DIVISION MANAGER – TECHNICAL & COMMERCIAL

More than a technical sales or surveying role. Build and ultimately lead a commercially successful division within an established, family-owned home-comfort business — working directly with the directors, with real influence over how it develops, and without personally funding the infrastructure of a new business.

LOCATION **Bury St Edmunds** With regional travel across East Anglia	EMPLOYMENT **Full-time, permanent** Senior appointment, working directly with the directors	BASIC SALARY **£48,000–£52,000** Per annum, depending on experience
FIRST-YEAR LAUNCH BONUS **£5,000** Linked to £375,000 AC revenue (ex VAT), plus a progressive GP incentive — page 5	LONGER-TERM POTENTIAL **£60,000–£90,000+** Illustrative only, dependent on divisional performance and growth — not guaranteed	BENEFITS **Tesla Model Y** Company vehicle, provided in Opulence company livery, plus pension, equipment, agreed holiday

> *"We're not simply looking for an air-conditioning specialist. We're looking for someone who can build relationships, solve problems and help shape the future of Opulence Home Comfort."*

THE OPPORTUNITY

Build a division. Shape its future. Share in its success.

Working directly with our directors, you will have meaningful influence over how the division develops, and share in its success through performance-related pay.

Early on the role is hands-on — surveys, system design, quotations, technical coordination and, where capacity or demand requires, helping on installations. As the division grows, it becomes divisional leadership: capacity, commercial development, manufacturer relationships, quality and building a dedicated team.

ABOUT OPULENCE HOME COMFORT

Opulence is an established, family-owned business based in Bury St Edmunds, Suffolk. Long known for premium stoves, fireplaces and installation services, we are expanding into complementary home-comfort categories — and air conditioning is an important part of that future. Our ambition is a premium heating and cooling offering, backed by the reputation and operational experience of our existing business.

ALREADY IN PLACE

REFCOM	F-Gas	Apprentice
Registered company	Qualified engineer, in-house	Keen to learn the trade

THE ROLE

A role that grows with the division

You will start as the hands-on technical and commercial lead, and progressively develop into broader divisional management as AC revenue and installation capacity grow. The opportunity is substantial — and progression is earned through competence and results.

INITIAL PHASE

Technical & commercial establishment

- AC surveys
- System selection and design
- Customer consultations
- Quotations and technical advice
- Installation coordination
- Manufacturer relationships
- Supporting installations where appropriate
- Establishing standards and procedures

GROWTH PHASE · AS REVENUE DEVELOPS

Divisional management

- Manage installation capacity
- Oversee technical quality
- Develop sales performance
- Coordinate recruitment and training
- Monitor gross margins
- Develop maintenance and servicing
- Report divisional performance to the directors

LONGER TERM

Senior leadership

Depending on individual capability and commercial performance, the role could develop into:

Dedicated AC divisional leadership

OR

Broader technical and commercial leadership across Opulence Home Comfort

No promotion, team size or transition date is guaranteed.

THROUGHOUT

Commercial development

- Survey to acceptance
- Conversion rates
- Profitable pricing
- Residential and commercial relationships
- New sales opportunities
- Marketing and product strategy

Technical standards

- Capacity calculations
- Electrical, refrigerant and condensate requirements
- Equipment selection
- Compliance and commissioning

A YEAR-ROUND ROLE

Air conditioning first, all year

Air conditioning is your primary strategic responsibility. Through autumn and winter you will also develop a second discipline — stove and fireplace surveying alongside our director (page 4) — so the role is stable and commercially productive all year, with the balance following real seasonal demand.

"We believe that the right attitude, personality and approach to customers are every bit as important as technical qualifications.

We're looking for someone who listens carefully, builds genuine relationships, enjoys solving problems and takes pride in delivering the right outcome. Technical knowledge can continue to develop, but integrity, empathy, enthusiasm and a genuine commitment to customer service must already be part of who you are.

We are prepared to take the time to find the right individual rather than rush an appointment."

ABOUT YOU

We are recruiting the person, not just the qualifications

The qualities that built our reputation

Personable and approachable
Someone customers feel comfortable welcoming into their homes.

Genuinely empathetic
Appreciates that every customer has different circumstances, budgets, concerns and expectations.

Solutions-focused
Finds practical, safe and commercially sensible ways through technical challenges.

Commercially astute
Understands profitable work, without compromising customer service.

A clear communicator
Explains technical recommendations in plain language without overwhelming customers.

Listens before offering solutions
Understands what the customer wants to achieve before recommending a product.

Builds rapport naturally
Earns trust through authenticity, professionalism and an engaging personality.

Takes ownership
Follows through on commitments and takes responsibility for a satisfactory outcome.

Technically curious
Enjoys learning and understanding how different building systems work.

Strong work ethic
Self-motivated, organised, dependable and ready to put in the effort a new division needs.

Independent judgement and accountability
Confident in making considered decisions, taking responsibility for outcomes and knowing when to seek specialist advice. Someone who can represent Opulence professionally and independently while recognising the importance of collaboration.

You will develop the confidence and judgement to represent Opulence professionally without constant director involvement.

Essential qualifications and experience

- **A current UK-recognised F-Gas qualification** appropriate to the stationary air-conditioning work you will undertake
- Substantial practical experience in the UK air-conditioning industry
- Demonstrable understanding of residential split systems
- Practical knowledge of installation and commissioning
- Competence in assessing installation feasibility
- Refrigerant pipework, condensate, electrical requirements and system positioning
- Appropriate system selection and sizing
- Confidence explaining technical recommendations to customers
- A full UK driving licence

Desirable experience

- Technical surveying
- Multi-split systems
- Light-commercial applications
- System design and heat-load calculations
- Estimating and quotations
- Manufacturer product knowledge
- Customer-facing technical sales
- Team leadership or project management

You need not have managed a whole division before, but you must be able to give sound AC advice from the outset. No stove experience needed.

ABOUT F-GAS CERTIFICATION

You must personally hold the F-Gas certification required for the regulated work you carry out — installation, servicing, maintenance, repair, leak checking or refrigerant recovery on stationary RAC and heat pump equipment. Category I, which covers all of these on systems of any size, is our benchmark.

Your individual certificate is separate from Opulence's REFCOM company certification, which does not replace it, and from the practical competence in design, installation and commissioning we also look for.

CROSS-DIVISIONAL DEVELOPMENT

Learn stove and fireplace surveying alongside our director

Residential cooling is seasonal; our stove and fireplace business is busiest in the colder months. During autumn and winter you will progressively shadow James Pullinger, director and lead surveyor, learning the technical, practical and commercial side of stove and fireplace surveying.

A genuine opportunity to build a broader skill set and become increasingly valuable to the business — not a way of filling quieter months. No one expects you to know stoves from day one, or to survey independently straight away.

What you will learn by shadowing surveys

- Customer consultations and relationships
- Flue-system requirements
- Hearths, chambers, beams and surrounds
- Preparing quotations
- Installation-team handovers
- Existing fireplace and chimney assessments
- Installation feasibility
- Site access and installation considerations
- Commercial pricing and margins
- Stove selection and suitability
- Building work requirements
- Technical problem-solving
- Managing customer expectations

1
Shadow
Join James on surveys to see consultations, assessments and quotations come together.

2
Support
Take on parts of each survey with guidance as your knowledge and confidence grow.

3
Lead
Progressively carry out suitable stove and fireplace surveys independently.

> Technical competence, appropriate training and any applicable regulatory or certification requirements must be established before independent surveying or sign-off.

WHY IT WORKS IN YOUR FAVOUR

A stronger role from the start

- Greater year-round role stability
- Broader technical development
- More commercial exposure
- Long-term customer relationships
- Greater involvement in the wider business
- A clearer route into divisional management
- Less dependence on seasonal AC enquiries

HOW THE DEVELOPMENT WORKS

Structured and progressive

- Air conditioning remains your primary responsibility
- No stove knowledge is expected at the start
- Training is structured and builds step by step
- Independent surveying only once competence is established
- The balance of work follows real seasonal demand
- Remuneration may be reviewed to reflect wider contributions as the role develops

GROWTH AMBITION

Towards £1m–£2m annual revenue

Our longer-term ambition is a significant air-conditioning division, with the potential to develop annual revenue towards £1 million–£2 million, subject to demand, installation capacity and commercial performance. This is an ambition, not a forecast: we want profitable growth, built progressively and responsibly on strong customer service and sustainable installation capacity. You will play an important part in deciding how quickly it develops.

ANTICIPATED START & LAUNCH · TARGET DATES — THE RIGHT CANDIDATE TAKES PRIORITY

NOV 2026 ONWARDS
Recruitment
Taking the time to find the right person.

JANUARY 2027
Appointment
Anticipated start, or earlier by mutual agreement.

Q1 2027
Operational launch
Survey, quote and install capability.

SPRING – SUMMER 2027
First cooling season
Installation capacity in place ahead of it.

TRANSPARENT REMUNERATION

Rewarding profitable growth

Alongside a basic salary of **£48,000–£52,000**, a progressive incentive rewards profitable growth. It is calculated against qualifying divisional gross profit, determined using an agreed and consistently applied accounting methodology that takes account of equipment, materials, installation labour, subcontracting and other directly attributable project costs. The illustration uses a £50,000 basic and a 35% gross margin.

Incentive bands

ANNUAL DIVISIONAL GROSS PROFIT	RATE
Up to £150,000	—
£150,000 – £300,000	**5%**
£300,000 – £500,000	**7.5%**
Above £500,000	**10%**

Each rate applies only to the gross profit within its band. At a 35% margin, the incentive begins once annual revenue passes roughly £430,000.

Illustrative annual earnings

ANNUAL AC REVENUE (EX VAT)	GROSS PROFIT AT 35%	ILLUSTRATIVE BONUS	TOTAL ON £50K BASIC
£250,000	£87,500	£0	£50,000
£500,000	£175,000	£1,250	£51,250
£750,000	£262,500	£5,625	£55,625
£1,000,000	£350,000	£11,250	£61,250
£1,500,000	£525,000	£25,000	£75,000
£2,000,000	£700,000	£42,500	£92,500

Worked example, £1,000,000 revenue: gross profit £350,000 → 5% × £150,000 (£7,500) + 7.5% × £50,000 (£3,750) = **£11,250**.

PLEASE NOTE

- Detailed terms set out in the final incentive agreement.
- All revenue figures are exclusive of VAT.
- Subject to accounting, margin, cash-collection and performance conditions.
- Designed to reward sustained, profitable growth.
- Based on qualifying divisional gross profit, not turnover.
- The launch bonus is separate and not included in this table.
- Illustrative earnings are not guaranteed.
- Stove and fireplace surveying does not reduce the basic salary.

First-year division launch bonus — £5,000

APPROVED

In recognition of the work involved in establishing and developing our new Air Conditioning Division, we are offering an additional first-year launch bonus of £5,000, separate from our longer-term gross-profit incentive.

QUALIFYING CONDITION
£375,000
Minimum AC revenue, excluding VAT

QUALIFYING CONDITION
32.5%
Minimum qualifying divisional gross margin

TARGET · NOT A CONDITION
35%
Target divisional gross margin

Both the revenue and minimum gross-margin thresholds must be achieved for the bonus to become payable. Payment remains subject to agreed operational performance requirements and the final employment agreement.

FIRST YEAR · £375,000 REVENUE (EX VAT)	
Basic salary	£50,000
First-year launch bonus	£5,000
Gross-profit incentive*	£0
Total illustrative remuneration	**£55,000**

*At the 35% target margin, £375,000 revenue gives £131,250 gross profit — below the £150,000 GP incentive threshold.

Excludes the company vehicle and other benefits, and is separate from the table above. Revenue is recognised under the company's accounting policy; the employment agreement sets out the measurement period and payment timing.

As the role develops across our home-comfort divisions, the performance-related remuneration structure may be reviewed to reflect broader commercial responsibilities and contributions.

WHY JOIN OPULENCE?

Ambition, with the stability of an established employer

- Real influence over a new division
- Direct access to the directors
- Shape products, standards and processes
- An established brand and customer base
- Operational and admin support
- Performance-related earnings
- Year-round work across two disciplines
- Build and lead your own team
- Long-term career development
- Share in the division's success

What you will have behind you

- A recognised regional presence
- Showroom and infrastructure
- An established customer base
- Experienced sales and admin teams
- Technical and installation staff
- Marketing and digital support
- Manufacturer relationships
- Scheduling and workflow systems
- A committed management team

CONFIRMED PACKAGE

- Full-time, permanent
- Bury St Edmunds base
- £48,000–£52,000 basic
- £5,000 first-year launch bonus
- Tesla Model Y in Opulence livery
- Pension and equipment
- Agreed holiday entitlement
- Stove surveying cross-training

DETAILED IN THE EMPLOYMENT AGREEMENT

- GP incentive and qualifying GP
- Launch bonus conditions and timing
- Cross-divisional remuneration review
- Target start and launch dates
- Future pathway

A WORD FROM OUR DIRECTORS

"We are prepared to invest in the right individual and provide the support, responsibility and opportunity to build something substantial.

We're not looking to fill a vacancy quickly. We're looking for someone who shares our values, takes pride in their work and wants to grow with our business over the years ahead."

THE DIRECTORS · OPULENCE HOME COMFORT

HOW TO APPLY

Ready to apply?

If you have the technical grounding, commercial ambition and personal qualities we have described, we would like to hear from you.

Please send:

1. Your CV
2. A brief summary of your relevant air-conditioning experience
3. Details of your technical qualifications
4. Examples of surveying, design, installation or commercial responsibilities
5. Your current notice period

APPLY BY EMAIL

james@opulencestoves.co.uk

Please use the subject line "AC Division Manager application".

Opulence is an equal opportunities employer. We welcome applications from all suitably qualified candidates, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. If you need any adjustments during the recruitment process, please tell us when you apply.