

Position Description

Position title:	New Energy Services Operations Specialist
Reports to:	New Energy Services Manager
Business unit:	Corporate Affairs, Customer and Strategy Group
Employment category:	Contract (Employment Agreement)

About United Energy

As an electricity distribution company we provide safe, reliable and affordable power to 700,000 Victorians in Melbourne's east and south eastern suburbs and the Mornington Peninsula using our network of poles, wires and infrastructure to bring power to homes and businesses across our service territory — that's more than 13,000 kilometres of wires and 200,000 poles.

But we do so much more than manage poles and wires. We're also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it. That's where you come in.

About the Corporate Affairs, Strategy and Customer Group team you'll be part of

The Corporate Affairs, Customer and Strategy Group team collaboratively support the key programs of work underpinning our organisational vision and priorities. The team specialise in delivering strategic initiatives and operational improvements that enhance our customer experience, drive stakeholder engagement and uphold the reputation of our three distribution networks through a diverse range of functions including customer connections and service, internal and external communications, stakeholder management, media relations, marketing, brand, digital innovation, change management.

Our core values



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

Purpose of the position

The New Energy Services Operational Specialist provides technical and operational expertise to support the efficient delivery of New Energy Services activities, including customer connections and services relating to rooftop solar, battery energy storage, vehicle-to-grid (V2G), embedded generation and other emerging energy technologies, helping to guide and shape our transition from being a Distribution Network Service Provider (DNSP) to a Distribution System Operator (DSO) and the change this brings for our customers and processes. The role manages complex operational activities, supports systems and processes, and contributes to projects that drive optimal business and customer outcomes. It plays a key role in interpreting and applying technical requirements, assisting with reporting and performance management, and providing day-to-day technical guidance and operational support to the New Energy Services team.

Acting as a key operational support function, the role works closely with New Energy Services Officers, the New Energy Services SME, leadership and other internal teams to resolve system, process, and technical issues, support project delivery, and improve customer outcomes. It also contributes to continuous improvement initiatives and supports capability uplift across the team through technical knowledge sharing and practical support.

Your key responsibilities

Operational Delivery & Technical Support

- Manage and resolve complex and escalated New Energy Services matters relating to DER such as rooftop solar, batteries, V2G, embedded generation and emerging technologies as well as Network Data.
- Support end-to-end processing of applications, approvals, contracts and customer documentation to ensure accuracy, timeliness and that they deliver the best business and customer outcomes
- Provide day-to-day technical and operational guidance to New Energy Services Officers, including interpretation of standards, policies and procedures.
- Act as a point of escalation for issues that cannot be resolved at a New Energy Services Officer level, ensuring matters are progressed to resolution.
- Manage the delivery of New Energy Services projects to ensure all project targets are achieved on time, to budget, in accordance with quality and HS&E obligations.
- Provide technical and operational support to customers, customer representatives (installers, consultants, agents) and internal teams to facilitate efficient customer outcomes, helping to resolve complaints and technical issues

Systems, Process & Performance Support

- Identify and embed opportunities for improvements related to our processes, systems, procedures and work instructions
- Monitor operational work queues and performance against service levels and timeframes.
- Identify system defects, rework drivers and process inefficiencies, and coordinate resolution with relevant internal teams.
- Support end-to-end project delivery, from requirements gathering through to implementation, by working through and embedding changes to systems and processes to achieve desired outcome
- Own and maintain operational reporting, ensuring data quality, integrity, and alignment across systems, and proactively identifying and resolving data issues to support accurate performance tracking and business insights

Continuous Improvement & Change Support

- Contribute to the development and standardisation of procedures, documentation, and best practices
- Support process mapping, documentation and standardisation to improve consistency, efficiency and quality.
- Provide operational input into system changes, enhancements and user acceptance testing (UAT).
- Assist with implementation and embedding of new or changed processes, including operational guidance and change support for the team
- Analyse operational performance data and trends to recommend and implement process improvements
- Promote a culture of continuous improvement by actively sharing insights, lessons learned, and technical knowledge across the team
- Actively contribute to project initiatives, supporting delivery and ensuring successful implementation of outcomes
- Partner with solar installers, retailers, and external stakeholders to deliver outcomes, support implementation of changes, and provide technical and operational guidance
- Support the implementation of system and process changes, ensuring smooth transition into business-as-usual operations
- Assess the operational and technical impacts of proposed changes and provide input to support effective decision-making.
- Provide hands-on support during change implementation, including troubleshooting issues and guiding stakeholders through new ways of working
- Monitor and evaluate the effectiveness of implemented changes, identifying any gaps and supporting remediation activities

Capability Uplift & Stakeholder Collaboration

- Drive capability uplift across the New Energy Services team through coaching, knowledge sharing, and hands-on operational support.
- Contribute to the development, maintenance, and continuous improvement of team knowledge resources, guidance materials, and capability initiatives.
- Collaborate closely with the New Energy Services SME, leadership, and internal stakeholders to resolve operational and technical issues and support effective project delivery.
- Act as a key operational liaison across CC&R, DER ops and DSO, Network Planning, IOT and other internal teams, ensuring alignment, clear communication and coordinated outcomes

- Engage with government bodies and regulatory stakeholders to support the response to regulatory changes, participate in industry working groups, and provide insights to inform decision-making and business outcomes

What you'll bring to the business

Education / Qualifications:

Certificate III in Electrotechnology Electrician.

Knowledge:

- Excellent knowledge of DER technical standards (AS4777, Generation Connection Guidelines etc)
- Sound knowledge of CSIP-AUS communication protocol
- Strong understanding of distribution connection processes for generation and load
- Excellent knowledge of electrical distribution network
- Excellent problem-solving skills
- Excellent verbal and written communication skills
- Strong data analytical skills through data manipulation and processing from databases and spreadsheets
- Mature knowledge of relevant Australian Standards, National Electricity Rules and the Victorian Electricity Distribution Code of Practice

Experience:

- Demonstrated experience working in a distribution network environment is highly valued.
- Comprehensive customer service experience
- Proven experience in a fast-paced operational role within a regulated environment, with the ability to navigate complexity, meet compliance obligations, and deliver outcomes under pressure
- Experience with DER and new and emerging technologies
- Proven ability to take an issue from detection through to resolution to create better outcomes
- Sound interpersonal skills to successfully work in a close team environment and to build good working relationships with both internal and external organisation
- Working with continuous improvement frameworks to deliver improved productivity, efficiency and quality outcomes
- Experience in managing and maintaining operational reporting and data accuracy
- Experience supporting and implementing system changes and enhancements within an operational environment, including impact assessment, testing, and issue resolution
- Detailed system knowledge of Connection/New Energy Services Systems including, Salesforce platforms, SAP, CISOV, GIS, MSATs, UIQ etc.

The skills and competencies you'll have

'Thought' competencies

1. Customer focus: Building strong customer relationships and delivering customer-centric solutions
2. Business insight: Applying knowledge of business and the marketplace to advance the organisation's goals
3. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
3. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals

'People' competencies

1. Builds networks: Effectively building formal and informal relationship networks inside and outside the organisation
2. Organisational savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics
3. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives

'Self' competencies

1. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
2. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
3. Self-development: Actively seeking new ways to grow and be challenged using both formal and informal development channels

Other relevant information