

Position Description

Position title:	Field Delivery Manager Electrical Plant & Test
Reports to:	Head of Substations, Inspections & Meter Operations
Business unit:	Network Services
Employment category:	Contract (Employment Agreement)

About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.3 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that's more than 120,000 kilometres of wires and 850,000 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.

About the Network Services team you'll be part of

Network Services is a 24x7 operation, constructing and maintaining electrical infrastructure and responding to faults and emergencies throughout the CitiPower and Powercor electricity distribution networks. The team is responsible for design, project management, workforce management, field construction and supply chain and logistics management. Functional teams include network control and operations, major projects, maintenance, field services, design and customer programs and works delivery 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

Purpose of the position is to lead and manage activities involving Electrical Plant & Test (EP&T) technical, maintenance and construction resources across several depots to ensure that the business requirements of Network Services, Electricity Networks and our customers are delivered to a level of excellence.

Position is accountable for budget and operational outcomes across multiple sites whilst driving safety, consistency, productivity and continuous improvement in overhead and underground construction operations.

Your key responsibilities

Leadership and Team Development

- Accountable for providing strategic and operational leadership to multiple field work centres in a way that ensures exceptional results in the delivery of business performance objectives
- Ensures Field Leaders and Senior Field Leaders are supported in all operational deliverables, people, and industrial relations matters. As such, the Field Delivery Manager is key to resolving escalated issues
- Works with business stakeholders in the initiation, lead, and delivery of all business improvement initiatives
- Leads in a manner that inspires confidence, encourages collaboration, builds effective teams, and delivers exceptional results
- Ensure Health, Safety and Environment compliance meet the highest industry standards
- Create and instil a workplace culture where protection of health, safety and environment of all stakeholders is prioritised
- Collaborates with the operational health and safety team on developing and implementing effective safety programs based on identified trends and opportunities.
- Provide leadership, ensuring the safe, efficient, and effective delivery of the work program and achievement of objectives and key performance indicators
- Identify talent, and apply development plans to ensure future leaders are nurtured and developed for future growth
- Leads the strategic resource planning at a regional level
- Work collaboratively to deliver a high level of employee engagement and alignment
- Leads effective communication to field teams
- Lead diversity and inclusion initiatives and model behaviour that promotes and encourages difference

Strategic Thinking and Execution

- Support the Head of Substations, Inspections and Meter Operations in developing the short medium and long-term strategic direction of the Network services construction and maintenance portfolio.
- Utilises feedback from the field to identify strategic and tactical opportunities that will benefit business performance and leads the implementation of these
- Ensures Senior FLs and Field leaders and teams have a clear understanding of business objectives and comprehend how the efficient execution of their work contributes to positive business outcomes.
- Applies tactical, real time thinking to dynamic operational and industrial events, to ensure operational continuity whilst supporting whole of business or local mitigation and restoration activities

- Keep abreast of local industry and market trends that may impact business delivery and is able to apply agile principles to turn risk into opportunity

Continuous Improvement and Best Practices

- Identify, lead, develop and implement improvement programs and drive innovation and the introduction of new technology in all parts of the workplace in an effort to improve efficiency and safety
- Explore and implement best practices in like industries and collaborate with strategy and change on business improvement opportunities
- Reward innovation and provide recognition for good ideas that improve the business
- Identify bottlenecks and pinch points in our work practices and processes and work with stakeholders to improve

Performance

- Ensure the effective utilisation of resources to meet timeline, quality, HSE, network reliability and cost targets working collectively in a matrix arrangement with the delivery function and services teams to achieve outcomes.
- Embeds a commercial mindset into all leaders and operations teams
- Leverages sharing of resources across depots and work centres to optimise work force efficiency and reduce resource partner reliance
- Develop effective reports that supports teams achieving delivery targets and performance goals
- Maintain a forward view of key KPIs, identify risk and apply mitigation strategies to ensure effective utilisation of resources and avoid costly supply chain delays
- Ensure that Operational and Delivery KPIs are met or exceeded
- Ensures high quality work delivery that reduces rework
- Lead the investigation and collaboration with field teams, stakeholders, and business partners, on new and emerging technology that will result in a safer and more efficient workplace

Function Capabilities

- With a sound appreciation of time, quality, and cost, ensure the safe delivery of the annual works program across multiple depots and work centres
- Facilitate local industrial relations and health and safety engagement meetings with the objective of building collaborative and supportive relationships and issue resolution
- Support the Head of Substations, Inspections & Meter Operations in Employment agreement negotiations and industrial relations strategies and issue resolution
- Develop and implement budgets related to FTEs, fleet and capital equipment
- Manage OPEX spend whilst reducing wastage and implementing strategies to optimise delivery at a reduced cost to business
- Support and contribute to the delivery strategy of the annual Capital works program, maximising efficiency whilst minimising cost
- Identify resource optimisation strategies that result in positive commercial outcomes
- Identify present and future skills and resourcing requirements, and implement sound management plans to ensure continuity and growth of the local operation teams
- Lead the development of strong relationships with external stakeholders ie unions, ESV and WorkSafe etc

- Ensure productive and efficient allocation and utilisation of our internal, resource partner employees and external third-party services
- Support supply chain and logistics operations and ensures any potential materials delays are escalated and effectively managed.
- Ensure Resources are managed in accordance with Company, legislative and regulatory requirements
- Be accountable for the business performance of EP&T resources
- Drive efficiencies in resource optimisation relating to people, plant, and equipment
- Ensure the high reliability of supply to customers in support of STIPIS targets
- Ensure that customer facing resources deliver positive customer-based outcomes and manage customer queries related to technical and workforce matters
- Partner with HSE (and other stakeholders) to deliver effective safety and environmental programs
- Ensure that Senior Field Leaders and Field leaders implement effective operating structures that enable regular review of performance, risks, opportunities, and mitigation
- Ensure effective and timely communication to field teams
- Manage and communicate process, technology, and organisational change at the field operations level
- Manage recruitment, performance management, incident investigations and disciplinary procedures
- Ensure effective succession planning is conducted on a regular basis and business continuity is always prioritised
- Effectively engage and manage stakeholders

What you'll bring to the business

Education / Qualifications:

- Tertiary qualifications in an Engineering or Management discipline and/or demonstrated extensive experience in a similar type role would be advantageous

Knowledge:

- Knowledge of the Electrical Distribution Industry
- Working knowledge of Employment laws and guidelines such as Safety, EEO, Industrial/Employee Relations etc.

Experience:

- Significant experience managing large, unionised field /construction workforce
- Planning/delivering workplace improvements
- Experience in implementing best practice field leadership and practices
- Extensive experience in workforce/succession planning and required competencies for Network Services

The skills and competencies you'll have

'Thought' competencies

1. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
2. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders
3. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate

'Result' competencies

1. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
2. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals
3. Resourcefulness: Securing and deploying resources effectively and efficiently

'People' competencies

1. Builds effective teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals
2. Builds networks: Effectively building formal and informal relationship networks inside and outside the organisation
3. Organisational savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics

'Self' competencies

1. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
2. Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
3. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity

'Leadership' competencies

1. Manage self: Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.
2. Take the lead: Taking the lead and pushing for performance. Take charge, declaring, decisive. Push, hold people accountable.
3. Enable others: Creates conditions for others to lead and contribute. Empowers others. Listens, open to influence. Supports, treats people well.
4. Strategic focus: Position your team for the future. Set direction, drive improvements and growth, embrace innovation.
5. Execution and results: Position your team for the future. Set direction, drive improvements and growth.

Other relevant information

- A pre-employment medical / physical assessment may be required
- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports: 6 .Contractor direct reports: Nil
- Budget: OPEX 0, CAPEX 0