Position Description

Position title:	Field Delivery Manager Substation and Underground
Reports to:	Head of Field Delivery
Business unit:	Service Delivery & Vegetation Management
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 Service Delivery & Vegetation Management team you'll be part of

The Service Delivery & Vegetation Management team operates the network and delivers the capital and operational programs to deliver outstanding service across United Energy's electricity distribution network. The team focus on ensuring the supply of safe, innovative, efficient and reliable electricity for customers. Services are delivered in the areas of 24/7 network operations, field delivery, design, engineering, vegetation management, resource management and customer projects.

Our core values



Purpose of the position

The Field Delivery Manager - Underground & Substations is responsible for leading and managing the delivery of underground network and substation construction, maintenance, asset replacement and fault response activities across multiple depots and operational work centres within the region.

The role is accountable for the safe, efficient and cost-effective delivery of underground cable and substation programs, ensuring network reliability, asset performance, customer outcomes and regulatory compliance requirements are achieved. The position provides strategic and operational leadership to field teams responsible for underground infrastructure, civil construction, cable installation, jointing, commissioning, substation maintenance and emergency response activities while driving excellence in safety, resource optimisation, productivity and continuous improvement.

Your key responsibilities

Leadership and team development

- Accountable for providing strategic and operational leadership to underground network and substation delivery teams across multiple depots and works centres, ensuring safe and efficient execution of maintenance, fault response, capital delivery and customer connection programs.
- Ensures 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
- Build technical capability across underground cable installation, cable jointing, testing, commissioning, substation construction and maintenance disciplines.
- Develop specialist technical leadership capability within underground and substation field teams to ensure future workforce sustainability and succession planning.
- Lead a culture of technical excellence in underground and substation asset management, network reliability and safe switching operations.
- Provides inspirational leadership in a way that encourages collaboration, improves morale, 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 development of short, medium and long-term strategic plans for underground cable systems, zone substations, distribution substations and associated civil infrastructure, ensuring alignment with network growth, reliability and asset replacement objectives.
- Utilises feedback from the field to identify strategic and tactical opportunities that will benefit business performance and leads the implementation of these
- Ensures 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
- Provide input into underground network renewal, cable replacement and substation investment prioritisation strategies.
- Collaborate with engineering, planning and asset management teams to identify emerging asset risks and develop long-term mitigation plans.
- Support delivery of network resilience initiatives through effective management of critical underground and substation assets.

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 and Delivery

- 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 KPI’s, identify risk and apply mitigation strategies to ensure effective utilisation of resources and avoid costly supply chain delays
- Ensure that Operational and Delivery KPI’s 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 Field Delivery in Employment agreement negotiations and industrial relations strategies and issue resolution
- Develop and implement budgets related to FTE's, 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 is 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 eg 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
- 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 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 with demonstrated extensive experience in a similar type role

Knowledge:

- Knowledge of the Electrical Distribution Industry
- Working knowledge of Employment laws and guidelines such as Safety, EEO, Industrial/Employee Relations etc
- Extensive knowledge of underground distribution and transmission cable systems, cable jointing and civil construction methodologies.
- Strong understanding of zone substations, distribution substations, asset maintenance strategies and network reliability principles.
- Knowledge of network switching, outage management and commissioning practices.

Experience:

- Significant experience at a senior leadership role and management of a large, unionised field /construction workforce
- Experience in work force change and planning and implementing transformation to a large skilled resource group to meet customer requirements
- Experience in implementing best practice field leadership and practices
- Extensive experience in workforce planning, succession planning and required competencies for Network Services
- Extensive experience in identifying, planning, and innovating business models as well as developing new channels, business models or business transformation

The skills and competencies you'll have

'Thought' competencies

1. Strategic mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies
2. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
3. Financial/commercial acumen: Applying financial thinking, commercial rigour and discipline to all business decisions and customer relationships to identify ways of maximising and protecting our business value

'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. Ensures accountability: Holding self and others accountable to meet commitments

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
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. Courage: Stepping up to address difficult issues, saying what needs to be said
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
- Availability duty may be required
- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports:163 Contractor direct reports: NA