

Position Description

Position title:	Network Access Planner
Reports to:	Network Access Manager
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



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

Purpose of the position

The Network Access Planner assesses, prioritises and accepts applications for planned access to the LV network and produces detailed switching instructions in DMS (Distribution Management System) to provide safe access to the network. This role provides operational advice and direction to other business units, external operating authorities and customers.

Your key responsibilities

Switch instruction development

- Develop and check LV switching instructions
- Perform System analysis to determine outage requirements
- Provide advice and direction to internal personnel, external operational authorities and major customers.

Customer notification of planned outages

- Notify customers of planned outages using information systems and processes to ensure UE meets its regulatory and OH&S obligations
- Liaise with other UE Business Units and external Operating Authorities regarding planned outages.
- Negotiate with internal and external customers to deliver project outcomes with minimum impact on system security & customers
- Negotiate with Major customers to ensure outages are co-ordinated with both customer & business interests considered.
- Respond to customer queries and complaints regarding planned outage activities including communicating directly with customers and documenting outcomes in UE systems.

Electrical Network – monitoring and security

- Ensure the electrical network performs within system design criteria during planned outages.
- Provide accurate, clear, appropriate advice and direction to internal personnel, external operating authorities and major customers to protect company assets and provide safe access.
- Input data accurately into system information databases and meet operational timeframes (i.e. GIS, NARs, NMS, customer planned outage notification, etc.)
- Produce clear and concise operational switch sheet instructions & reports.

What you'll bring to the business

Education / Qualifications:

- Certificate of Technology (Electrical) /Certificate IV Electrical/Associate or Advanced Diploma Electrical Engineering or equivalent tertiary based qualification

Knowledge:

- Good understanding of Electrical theory
- Very good working knowledge of the operation of Sub transmission, Distribution HV & LV Networks
- Knowledge and understanding of construction, maintenance and testing activities associated with an electrical network including protection and control schemes.
- Working understanding of VESI & Company Operating procedures, practices and outage planning
- Knowledge of Real Time Systems including GIS would be an advantage.
- Understanding of Control Centre processes and systems would be an advantage
- Demonstrated high level of verbal and written communication skills

Experience:

- Demonstrated experience working on a HV electrical network in either a technical or trade role
- Demonstrated competency in basic IT skills (keyboard, word, excel, outlook, etc.)
- Demonstrated high level of customer service focus
- Proven interpersonal skills to successfully work in a close team environment and to build good working relationships with both internal and external organisations
- Proven attention to detail, closing the loop in communications by storing information and completing documentation

The skills and competencies you'll have

'Thought' competencies

1. Customer focus: Building strong customer relationships and delivering customer-centric solutions
2. Tech savvy: Anticipating and adopting innovations in business-building digital and technology solutions
3. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

'Result' competencies

1. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
2. Ensures accountability: Holding self and others accountable to meet commitments
3. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Manages conflict: Handling conflict situations effectively, with a minimum of noise

‘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. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations

Other relevant information

- Availability duty will be required
- Travel to other work locations / sites may be required