



Position Description

Position title:	Revenue Assurance Team Leader
Reports to:	Revenue Assurance Manager
Business unit:	Corporate Services Group
Employment category:	Contract (Employment Agreement)

About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.9 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 Corporate Services Group you'll be part of

The Corporate Services Group plays a vital role for the business by managing essential services such as property, procurement, revenue management, payroll and security. With a focus on excellence, integrity, collaboration, and innovation, we are dedicated to delivering exceptional support that enables the company to thrive and grow.

The Corporate Services Group support the operational efficiency and safety of our business. The team manage essential assets and services critical to running of the business. From overseeing property and procurement to managing revenue, payroll, and the security of our people, places and assets. They ensure that these elements are well-maintained and optimised to deliver value for all.

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

Lead the day-to-day delivery of network billing and tariff management to maximise monthly billable revenue and support strong cashflow outcomes through accurate, timely and compliant billing. Supervise and coach the Revenue Assurance team to manage exceptions, resolve billing blockers and tariff issues, and maintain effective controls aligned to Delegations of Authority (DOA) and Segregation of Duties (SOD) requirements. Partner with internal and external stakeholders to support billing and tariff outcomes that meet customer commitments, B2B specifications and National Electricity Market (NEM) rules, escalating material risks and issues to the Revenue Assurance Manager.

Your key responsibilities

Network Billing

- Coordinate end-to-end monthly network billing readiness and execution, tracking progress to ensure maximum billable revenue is invoiced each cycle.
- Perform and oversee reconciliations and exception management to maintain billing accuracy and quality, ensuring work is completed in line with internal controls, DOA and SOD.
- Triage and resolve day-to-day billing blockers (data defects, system exceptions, market transaction failures), coordinating across teams and escalating where timelines or material revenue are at risk.
- Oversee and coordinate billing adjustments, retailer disputes and responses to customer/retailer queries, ensuring evidence is documented and outcomes are delivered within required timeframes and in line with NEM rules and contracts.
- Maintain operational dashboards and reporting in line with business and compliance requirements.
- Support implementation of market, system and tariff changes impacting billing, including operational readiness, work instructions, assurance testing and controlled cutover activities.

Tariff Management

- Oversee the day-to-day maintenance of customer tariff allocations, ensuring assignments and effective dates are accurate to support compliant billing.
- Validate tariff configuration and billing construct set-up (charging parameters, structures and business rules) to ensure tariffs bill as intended and align to B2B specifications and NEM rules.
- Perform regular checks and targeted reconciliations of tariff allocations against customer attributes and metering/configuration data, investigating anomalies and applying corrections.
- Coordinate tariff-related changes (new/changed tariffs, customer moves, reclassifications), ensuring requests are complete, impacts are understood, and updates are implemented accurately and on time.
- Investigate and resolve tariff/rating defects impacting billing, partnering with IT, metering and market operations; escalate systemic issues and recurring defects to the Revenue Assurance Manager.
- Maintain accurate records and supporting evidence for tariff changes and configurations, assisting audit requests and demonstrating compliance with pricing and market obligations.

Stakeholder Engagement

- Build and maintain effective working relationships across Revenue Management, Finance, IT, Metering, Market Operations and Customer teams to deliver accurate, timely billing and optimise cashflow.

- Establish clear communication and reporting rhythms (such as; billing completion, unbilled reasons, revenue at risk, dispute ageing, tariff and defect status) to support timely decision-making by stakeholders and senior leaders.
- Partner with stakeholders to ensure billing and tariff outcomes align to internal controls (DOA/SOD), customer/contract requirements, B2B specifications and NEM rules; raise and resolve compliance risks early.
- Lead cross-functional triage of billing and tariff incidents, agreeing priorities, owners and timeframes; escalate material revenue, customer or compliance impacts to the Revenue Assurance Manager with clear options and recommendations.
- Manage operational engagement with external counterparts (e.g., retailers) on billing, adjustments and tariff queries, ensuring communications are consistent, evidence-based and within required timeframes.
- Communicate proactively and clearly with stakeholders on impacts, decisions and required actions, tailoring messaging to the audience and ensuring follow-through on agreed outcomes.

Leadership and Team Development

- Provide day-to-day supervision of the team including work allocation, prioritisation, schedule management and quality checks.
- Foster a high-performing, collaborative team culture that drives ownership, personal accountability, and build strong stakeholder relationships across the business.
- Coach team members through on-the-job support, feedback and development, contributing to formal performance conversations led by the Revenue Assurance Manager as required.
- Act as a role model for company values and behaviours.
- Build team capability through structured onboarding, training, procedure updates and knowledge sharing to strengthen billing and tariff outcomes.
- Act as the first escalation point for day-to-day operational issues, ensuring timely resolution and escalating material risks to the Revenue Assurance Manager.

What you'll bring to the business

Education / Qualifications:

Tertiary qualification in Commerce, Finance, Accounting, Business or a related discipline (or equivalent relevant experience).

Knowledge:

- Strong understanding of end-to-end billing processes and controls, including reconciliation, exception management and revenue assurance principles.
- Highly developed analytical capability to interpret large data sets, identify drivers of unbilled revenue/revenue leakage, and translate insights into actions that improve cashflow outcomes.
- Demonstrated knowledge of regulatory and compliance obligations impacting billing and tariffs, including relevant NEM rules, B2B specifications, network pricing requirements and audit expectations.
- Working knowledge of tariff allocation and configuration concepts (including effective dating, structures and charging parameters) and how upstream data/market transactions impact downstream billing outcomes.

Experience:

- Experience in revenue assurance, billing operations and/or tariff management within a complex regulated environment (preferably energy/utility B2B).
- Demonstrated experience leading or supervising a team including coaching, workload prioritisation, quality assurance and coordinating cross-functional issue resolution.

The skills and competencies you'll have

'Thought' competencies

1. 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
2. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate
3. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders

'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals
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. Builds effective teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals

'Self' competencies

1. Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
2. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations
3. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear

'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. Continuous improvement focus: Identifies improvement opportunities, supports change adoption, and helps uplift team capability and ways of working.
5. Execution and results: Drives day-to-day delivery, follows through on commitments, and ensures outcomes meet quality, timeframe and compliance expectations.

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: ≤10