



# Position Description

<b>Position title:</b>	Work Practices Officer
<b>Reports to:</b>	Work Practices Manager
<b>Business unit:</b>	People, Culture & Legal
<b>Employment category:</b>	Employment Contract

## 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 People, Culture & Legal team you’ll be part of

People, Culture & Legal support the wider business by providing practical, value-add advice and services to the business, supporting the achievement of our strategic objectives, and ensuring that the business is embracing and living our organisational values. Key responsibilities lay in areas of health, safety and sustainability, human resources, organisational capability development, remuneration and benefits, company secretary, First Peoples and legal services.

## 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 Work Practices Officer is part of a team responsible for ensuring that the techniques and methods for the safe and effective performance of work are documented [*technical writing*], current [*research, knowledge, experience*], published [*administration*] and followed [*audit, report*].

The role is broad and interrelates with every element of work that involves human interactions with the network including (but not limited to) Operating, Live HV, Testing, Servicing and all types of Construction and Maintenance along with the review and implementation of new plant and equipment.

# Your key responsibilities

## Work Practices

- Ensure that the techniques and methods for the safe and effective performance of work are documented and accessible.
- Develop new techniques by the awareness, research and analysis of work practices in other businesses, jurisdictions and internationally.
- Act as a subject matter expert and always be available to provide advice and to develop/approve interim solutions as necessary.
- Lead projects initiated by changes in legislation/standards, outcomes of incidents or compelled by industrial matters.

## Incident Management

- Lead investigations of incidents on the CPCC & UE networks.
- Support HSS Advisors and/or undertake joint investigations with them and contractors as required.
- Review incident reports, make recommendations and develop actions.
- Create, review and publish Safety Alerts.

## Stakeholder Support and Industry Representation

- Build and maintain relationships with internal and external stakeholders to identify strategies that ensure work practices functions improve workplace safety and reduce risk.
- Build and maintain positive relationships with key stakeholders, including Field Delivery Managers, Field Leaders, HS representatives (HSR's), Union representatives, Health and Safety Advisers, other network operators, field workers and contractors.
- Support the delivery of HSE and Technical Training programs and initiatives by the provision of subject matter expertise.
- Represent CPCC & UE best interests on industry committees including:
  - Green Book, Live HV, Installation Test and Connect (NST), Fieldworker Handbook.
- Actively engage in the review of relevant draft Australian Standards.

## Audit/Inspection

- Develop risk-based audit plans.
- Undertake audits using audits principles established in CPCC & UE audit standards.
- Monitor and report on audits quarterly and annually.
- Ensure audit findings influence subsequent plans, KPIs and other procedural outcomes where required.

# What you'll bring to the business

## Education / Qualifications:

- Certificate III level (or equivalent) in a trade that underpins the role, e.g. lineworker, cable joiner, electrical fitter.
- Formal qualification in at least one supporting field, e.g. OHS, Audit, ICAM, Training, Risk (desirable).
- Qualified in multiple supporting fields, e.g. Live HV, Operating, dual trad (desirable).
- Leadership and management training (desirable).

## Knowledge:

- Strong technical knowledge of qualified trade and a sound understanding of all other aspects of ESI work and work practices.
- Very high comprehension of the VESI Electricity Safety Rules for Distribution Networks (Green Book).
- Good knowledge of relevant Australian Standards and how they apply to ESI plant, equipment and materials.
- Working knowledge of all Electrical Plant, Protection, Control, Metering & Communications systems on plant up to and including 66kV.
- High levels of competency in MS Office systems.
- Working knowledge of ESI Worker records system.
- Ability to deliver high quality documentation paying attention to detail.
- Ability to quickly grasp complex technical concepts and make them easily understandable in text, flowcharts and images.

## Experience:

- Proven problem-solving experience including the development of effective and documented solutions.
- Extensive post apprenticeship or qualification experience in electricity distribution.
- Extensive experience with and exposure to heavy ESI network construction in and/or out of a station environment.
- Sound technical writing skills honed via exposure to developing procedures/work instructions.
- Established auditing experience.
- Formal investigation or audit training (desirable).
- Experience managing senior stakeholders in relation to technically complex matters.
- Exposure to formal risk analysis and an understanding of safety in design principles.

# The skills and competencies you'll have

## 'Thought' competencies

1. Cultivates innovation: Creating new and better ways for the organisation to be successful
2. Tech savvy: Anticipating and adopting innovations in business-building digital and technology solutions
3. Customer focus: Building strong customer relationships and delivering customer-centric solutions

## 'Result' competencies

1. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
3. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm

## 'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Drives engagement: Creating a climate where people are motivated to do their best to help the organisation achieve its objectives
3. Values differences: Recognising the value that different perspectives and cultures bring to an organisation

## 'Self' competencies

1. Courage: Stepping up to address difficult issues, saying what needs to be said
2. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
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. 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.