

Position Description

Position title:	Maintenance Delivery Coordinator
Reports to:	Program Delivery and Performance Lead
Business unit:	Service Delivery
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.

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. That's where you come in.

About the Service Delivery team you'll be part of

The Service Delivery 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, 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 position is accountable for the end-to-end management of maintenance delivery performed by service providers outside the primary maintenance contract, including targeted network-initiated programs that are delivered under a unit rate agreement.

Your key responsibilities

Program Delivery

- Liaise with stakeholders prior to program delivery to ensure financials, resourcing and scoping is accurate upon initiation.
- Package and issue works in an effective manner to assist with timeline compliance
- Create notifications, orders and WBS' in SAP.
- Monitor and manage the status of notification, orders and WBS and update this data from initiation to close out.
- Develop provider capability model, and work with the Program Delivery and Performance Lead to identify forward view of program of works.
- Issue appropriate works as per agreed model and strategy.
- Manage service providers to fulfill delivery obligations.
- Manage program to meet full compliance for target dates, a nothing overdue approach.
- Work with all stakeholders to assist with defect rectifications, including ESV, New Connections, Control Room, REC and works practices teams.
- Run and review reports on the delivery of all programs and monitor, highlighting items at risk.
- Participate in annual external and internal audit programs and assist in monthly contractor auditing.
- Manage close out of programs in SAP including notifications, orders, WBS and PO closures.
- Provide support to the Maintenance Services Officer, where required.

Financials

- Participate in monthly forecasting meetings and reviews with internal and external stakeholders.
- Assist in budget submissions with detailed trend analysis and predictive modelling, identifying future projects.
- Review unit rates on an annual basis, including negotiations, and price confirmation.

Commercial

- Manage and update scope (unit rate) document.
- Perform monthly invoice verification for service provider claims.
- Perform monthly KPI measures.
- Fulfill all administrative commercial aspects, such as monthly meetings, minutes and updates.

Improvement Initiatives

- Develop stakeholder engagement through consultation, communication, negotiation, compromise, and relationship building.

- Drive the development and optimisation of operational policies through controls and performance metrics.
- Identify improvement initiatives, perform implementation and change management of agreed initiatives.
- Constantly review and provide guidance to asset inspection processes and manual updates.

What you'll bring to the business

Education / Qualifications:

- Relevant tertiary qualification in engineering / technical / program management, or equivalent experience within the electrical distribution industry.

Knowledge:

- Detailed knowledge of electrical distribution asset inspection, maintenance and asset management principles
- Broad analytical skills to assess strategy, tactics and plans to achieve commercial and technical asset performance
- Strong verbal communication and interpersonal skills
- Deep understanding of power distribution capital, operational and maintenance programs
- Strong stakeholder management skills
- Strong analytical skills to assess strategy, processes and procedures to optimise delivery outcomes.
- Structured approach to report, creation and analysis
- Basic knowledge and understanding of SAP system

Experience:

- Experience in electrical distribution program delivery and project delivery (mandatory).
- Experience in Project Management and Contract Administration (advantageous)
- Extensive technical experience in electricity distribution
- Preferred experience in electrical operations
- Experience with Tableau, dashboard design and delivery
- Demonstrated financial acumen and budgetary experience

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. Cultivates innovation: Creating new and better ways for the organisation to be successful

'Result' competencies

1. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
2. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
3. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals

'People' competencies

1. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
2. Drives engagement: Creating a climate where people are motivated to do their best to help the organisation achieve its objectives

'Self' competencies

1. Nimble learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder
2. Being resilient: Rebounding from setbacks and adversity when facing difficult 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. 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