

JOB DESCRIPTION

Role Title: Works Dispatch Team Leader
Business Unit: Powercor Network Services
Reports to: Works Program Delivery Manager
Employment Type: Contract/ Award Pay Point (20 – 24)
Last Evaluated: April 2015
Additional Clause/s: Availability Duties may be required in line with business requirements

Job Purpose	<p>This position is responsible for the front line management of the Works Dispatch team in the provision of efficient and high quality Works Dispatch functions for CitiPower / Powercor. Works Dispatch functions include unplanned and planned works dispatch and in-service trouble order validation.</p> <p>This position is a key member of the Works Program Delivery leadership team and is expected to assist and add value to strategic initiatives, process improvement and communication across the group and business.</p>
Key Responsibilities	Job Know How
<p>The top 4 – 5 (max.) Key Responsibilities- This should be about 75% of KPI weighting</p> <p>Works Program Delivery</p> <ul style="list-style-type: none"> Ensures Works are dispatched for field execution with Health and Safety and compliance as a number one priority Manages day to day works dispatch activities of planned and unplanned works and validation of in-service trouble orders Responsible for driving an economic focus that makes risk based Works Dispatch decisions that achieve the best outcome for CitiPower / Powercor Ensure appropriate prioritisation and alignment of works into the program to achieve efficient and cost effective delivery in accordance with policy, budget and delivery timeframes Ensure that alignment of work seeks to minimise asset downtime and optimise travel routing Ensure that work is released for field execution in a timely and complete manner Manage Works Dispatch outcomes to ensure productive and efficient allocation and utilisation of our internal, resource partner employees and external third party services Regularly review, report and audit (if appropriate) optimisation, effectiveness and utilisation of Works Dispatch including (but not limited to) planning failures, works alignment, target date achievement and adherence to process <p>Manage Resources</p> <ul style="list-style-type: none"> Manage and co-ordinate the day to day activities of a Works Dispatch team efficiently and effectively 	<p>The Key Knowledge and Skills needed for the role:</p> <ul style="list-style-type: none"> Strong analytical, reporting, business writing and problem solving skills Well-developed communication and interpersonal skills to interact effectively with management and employees Experience in actively supporting change and encouraging others to accept change Knowledge of the electricity transmission and distribution networks (including design) Working knowledge of the regulatory drivers, business targets and the key interfaces that impact upon the operation of CitiPower / Powercor Working knowledge of human resource principles & practices and understanding of regulatory compliance issues (including OHS) <p>Job-related Competencies</p> <p>The competencies can be found on myConnect.</p> <p>Team Leadership- Level 2</p> <p>Planning & Implementing- Level 3</p> <p>Gaining Ownership- Level 3</p> <p>Commercial Acumen- Level 2</p> <p>Innovation and Problem Solving- Level 2</p>

- Responsible for the development, maintenance and ongoing vocational competence and cross skilling of resources to safely, effectively and productively dispatch work for field execution
- Manage the performance of the team, building morale, employee engagement, and generating commitment and understanding of company vision, strategy and adherence to company values and development of a positive and commercial culture
- Point of escalation for Works Dispatch team and key stakeholders for the resolution of in day jeopardies
- Coordinate Works Dispatch response as required to prioritise work in times of escalation

Provide Leadership

- Provide leadership and direction to the group on all people and operational issues
- Create and instil a work place culture that is focused on work place improvement and delivering best practice services that meet customer goals
- Develop the capabilities of the group in terms of knowledge, skills and behaviours to meet current and future work load requirements
- Develop and implement strategies that will improve individual and team performance, including the identification of system improvement opportunities and development of innovative solutions
- Review and implement effective processes and practices that meet current and future work load requirements.
- Actively engage in the Works Program Delivery leadership team

Innovation and Continuous Improvement

- Create and instil a workplace culture that is focused on work place continuous improvement
- Identify, analyse and improve Works Dispatch activities by understanding and addressing the root causes of projects not meeting agreed performance measures

Stakeholder Management & Communication

- Update and develop strong internal key stakeholder networks to support and improve Works Dispatch Activities
- Negotiate and liaise with key stakeholders modifications to processes, systems or project related outcomes (eg: target dates)

Education Experience	Dimensions
<p>Education/Qualifications</p> <ul style="list-style-type: none"> Advanced Diploma qualification in ESI Power Systems or a relevant technical trade discipline and/ or; Demonstrated experience in a similar type role <p>Experience</p> <ul style="list-style-type: none"> Understanding of Works Program Delivery and scheduling principles Experience in budgeting, forecasting and project management principles Solid understanding of the principles of dispatching both planned and unplanned works <p>Leadership Experience</p> <ul style="list-style-type: none"> Previous experience in managing and leading work groups through periods of change Proven experience managing a technical workforce 	<p>Budget:</p> <p>CAPEX: \$</p> <p>OPEX: \$ \$1.5M pa</p> <p>FTE's:</p> <p>Number of Direct Reports: 13</p> <p>Total number of FTE Employees: 13</p>

Core Values & Behaviours	Leadership Values & Behaviours
<p>Live safely</p> <p>We live safe. We never compromise health and safety, either at work or at home. We are constantly aware of risks to ourselves and others and actively take steps to manage them. The health and safety of our customers, colleagues and ourselves is our number one priority.</p> <p>Make it easy for your customer</p> <p>We strive to meet our customers' needs in the most efficient and effective way we can. Both internal and external customers are important.</p> <p>Be the best you can be</p> <p>We strive for excellence in everything we do and are always accountable for our own performance. We give our best at all times and help our workmates do their best as well.</p> <p>Be community minded</p> <p>We actively engage with the communities in which we work and live. We are conscious of our environmental footprint and contribute to the sustainability of our communities.</p> <p>Drive and embrace change</p> <p>We embrace change as an opportunity to improve ourselves and what we do. We encourage active participation in innovation and are always looking for ways to make our processes and procedures more effective and efficient.</p> <p>Succeed together</p> <p>We work together as one team and value the diversity and contribution of others. We always act in a fair, ethical and responsible manner and show each other respect. We strive for success as a business while upholding the values that underpin everything we do</p>	<p>Leading Change, Innovation & Continuous Improvement</p> <p>Committed to excellence and innovation in all that we do. Contributes to and supports change and all opportunities to continually improve the business' services, work processes and results.</p> <p>Leading Team Performance</p> <p>Motivating and coaching people to deliver superior results</p> <p>Strategic Effectiveness</p> <p>Developing and communicating rigorous and creative business strategies that drive sustainable value for CitiPower / Powercor.</p> <p>Inspiring Vision and Direction</p> <p>Conveys organisational vision, strategies and values to the team and works to agreement on action to be taken</p> <p>Commercial Imperative</p> <p>Applying commercial rigour and discipline to all business decisions and customer relationships. Identifies ways of leveraging off as well as protecting business value</p> <p>Developing & Coaching Others</p> <p>Recognises and reinforces the importance of developing employees at all levels. Develops and coaches team members to meet work requirements, and seeks opportunities to realise individual's career potential, as appropriate. Understands the importance of effective Succession Planning and sharing of talent across the business.</p> <p>Engaging and Enabling Others</p> <p>Takes action to support, engage and enable others, including seeking to involve others in decisions that affect them. Achieves results through others by providing support and effective delegation.</p>