



# Position Description

<b>Position title:</b>	Senior Program Planner
<b>Reports to:</b>	Manager Program Planning & Controls
<b>Business unit:</b>	Network Services
<b>Employment category:</b>	Employment 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 Network Services team you'll be part of

Network Services is a 24x7 operation, constructing and maintaining electrical infrastructure and responding to faults and emergencies throughout the CitiPower and Powercor electricity distribution networks. The team is responsible for design, project management, workforce management, field construction and supply chain and logistics management. Functional teams include network control and operations, major projects, maintenance, field services, design and customer programs and works delivery management.

## 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

Program planning is an integral part of the Program Planning & Control function in Network Services. The purpose of the senior program planning role is to maintain, plan and manage the workload for total works program incorporating multiple specific portfolio's and other categories of the CitiPower & Powercor ("CPPAL") works program in accordance with business needs and ensure the total program is optimised to meet financial & performance goals.

The senior program planner is also responsible for the effective maintenance and optimisation of processes and systems relating to the management of workload and resourcing in CPPALs systems.

## Your key responsibilities

### Maintain the workload forecast for the total works program

- Responsible for the development and maintenance of an accurate rolling 12-month workload plan in SAP the total works program, by work type & location, ensuring that individual portfolios are optimised in the overall program
- Ensure individual portfolio Forecast Networks are maintained to accurately represent forward workloads where individual project or program networks have not yet been generated. Directly maintain Forecast networks for non-portfolio related activities (i.e. Faults)
- Own & maintain Master Network Models (MNM) or 'Standard Network' structures and ensures accurate use of Networks across the business, including training, development, communication and change management in understanding how to set up, manage and maintain complex Networks in SAP & utilise MNM structures
- Management of Work Centre Hierarchies and ensures accurate application of work to relevant delivery locations across the business, understanding how to set up, manage and maintain in SAP
- Maintain & optimise business process and systems relating to the management of workloads in SAP and the effective program representation of overall works program workloads and associated capacity requirements and resource availability

### Plan, govern and advise the business to optimise workload requirements of the program

- Monitor and improve the process effectiveness of the timeliness and accuracy of changes to project timing and location/resource work sequencing to support optimal financial and performance program outcomes & ensure lead-times and timeframes are appropriate and optimised
- Ensure facilitation and collaborate occurs with project/program and resource management roles on a periodical basis across respective business groups to improve program outcomes and maximise resource utilisation & efficiency
- Monitor and report on progress of portfolios, programs and overall works program to ensure timely delivery of program objectives, efficient utilisation of resources and accuracy of works progress is accurately reflected in Network data
- Monitor program delivery Key Performance Indicators and propose and action portfolio and program strategic plans to ensure business program targets can be achieved
- Analyse and present the total works program delivery position periodically, outlining delivery performance, forecast position, and risk/issues/opportunities and recommendations

## Manage program risk & opportunities

- Ensure processes and systems are implemented to identify and address workload risks and opportunities affecting program delivery
- Collaborate with senior project/program and resource management roles to mitigate those risks or enact opportunities to prioritise, accelerate or slow workload throughput to optimise program delivery outcomes
- Commercially assess and make the business case for identified works delivery options including adjustment to work timing, work packaging and external delivery engagement, where all internal options are exhausted in line with documented business policies and ensure proposals are optimised within the total works program
- Monitor, understand and escalate (with senior management as appropriate) change impacts to works delivery financial and resource forecasts or program attainment and recommend strategies to address

## Stakeholder management

- Operate as an effective & collaborative member of the Program Planning & Controls team, to deliver Powercor Network Services annual works program safely and efficiently.
- Formally review the total works program with key senior stakeholders at least monthly to ensure program delivery insights are understood and action is being taken to manage risk & opportunities and ensure both portfolio and overall program objectives are achieved
- Review program delivery with key senior stakeholders to ensure improvements are captured and implemented
- Develop and maintain strong relationships with senior internal and external stakeholders and proactively engage and negotiate to facilitate ownership of actions and key delivery activities

Deliver proactive and regular reporting to key senior stakeholders to provide actionable insights on program plans, delivery strategies and risks are aligned with needs

## Innovation & continuous improvement

- Develop, implement and recommend new and innovative processes and practices to meet business needs and improve program delivery and team effectiveness
- Learn from unsuccessful and successful activities/projects and apply learnings to future projects

## What you'll bring to the business

### Education / Qualifications:

- Advanced Diploma qualification in ESI Power Systems or a relevant technical trade or project management discipline, and/or
- Other relevant tertiary qualifications or qualification specialising in resource / workforce planning and/ or;
- Demonstrated experience in a similar type role

### Knowledge:

- Strong analytical and reporting skills.
- Strong decision making and prioritisation abilities.

- Excellent communication and interpersonal skills to interact effectively with senior management, employees and contractors, including reconciling divergent stakeholder needs.
- Understanding of Works program and capacity planning principles and associated commercial acumen.
- Ability to interpret and utilise multiple sources of information to aid in decision making (e.g.: budget, hours and target dates).
- Ability to utilise forecasts and reporting to analyse and identify trends to support workload and capacity planning decision making.
- Business case development and presentation at senior management level
- Demonstrated attention to detail, excellent problem solving ability and high numeracy.
- Knowledge of the electricity transmission and distribution networks (including design).
- Strong working knowledge of SAP.
- Knowledge of the regulatory drivers, business targets and the key interfaces that impact upon the operation of CitiPower / Powercor.

## **Experience:**

- A demonstrated understanding of resource planning, project management principles or PMO methodologies
- Experience managing a multi-portfolio program or portfolio of multiple large or complex projects
- Advanced understanding of SAP operating structure

# **The skills and competencies you'll have**

## **'Thought' competencies**

1. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
2. Business insight: Applying knowledge of business and the marketplace to advance the organisation's goals
3. Strategic mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies

## **'Result' competencies**

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

## **'People' competencies**

1. Builds networks: Effectively building formal and informal relationship networks inside and outside the organisation
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences

3. Organisational savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics

## **‘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

## **Other relevant information**

- Travel to other work locations / sites may be required