Position Description

Position title:	Customer and Market Compliance Analyst
Reports to:	Customer and Market Compliance Manager
Business unit:	Strategy & Customer 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 Strategy & Customer Group team you'll be part of

The Strategy & Customer Group deliver a range of business improvement and operational functions including company-wide strategic improvement initiatives for customers and the business, digital innovation – network, customer and workplace, and customer-related matters, including communication, contact centre, new connections, upgrades, technical advice and claims. Additional areas of focus are vegetation management, internal audit, and aerial inspection (vegetation and assets).

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

To assess and report on various compliance and customer-focused activities and opportunities through robust qualitative and quantitative analysis. To successfully deliver compliance and customer-focused IT system minor enhancements, initiatives and projects. To coordinate the delivery of regulatory activities, exercises and processes to ensure compliance. To ensure maximum accuracy of customer information, review customer data and coordinate targeted customer data requests from retailers.

Your key responsibilities

Undertake analysis and reporting

- Review and analyse data, business processes, requirements and data management systems to ensure currency, identify root cause analysis as well as operational, financial and efficiency-driven compliance and customer-focused improvements
- Assess compliance and customer-focused activities and opportunities informed by robust qualitative and quantitative analyses, providing operational and commercial excellence
- Structure, prepare and present logical, well-written and succinct materials to support decision making
- Deliver actionable insights and recommendations using well-developed numerical, analytical and modelling ability
- Support the development of viable business cases to ensure funding approvals for initiatives

Coordinate end-to-end delivery of IT system minor enhancements

- Identify and develop customer-driven minor enhancements to IT system functionality to ensure compliance and enhance current and future business processes
- In partnership with internal business stakeholders and IT, oversee and coordinate minor enhancements to ensure compliance and optimise customer outcomes
- Deliver minor enhancements to scope, time and budget

Deliver compliance and customer-focused initiatives and projects

- Analyse data, systems and processes, facilitate workshops, analyse options against business benefits, develop business cases and proposals to prepare a pipeline of viable opportunities
- Support, lead and deliver compliance and customer-focused initiatives and projects to scope, time and budget

Coordinate regulatory activities

- Coordinate and optimise the delivery of various Customer Group and Corporate Affairs regulatory activities, exercises and processes as identified to ensure compliance (may include risk management, business continuity planning, Regulatory Information Order reporting, Compliance Questionnaires and adherence to the Retailer of Last Resort process)
- Support to the Privacy Officer on various privacy-related activities and audits

Customer data support

- Develop, maintain and oversee an ongoing suite of automated reports, processes and databases associated with capturing, updating and storing customer data
- Proactively improve customer data quality by working in partnership with retailers
- Provide customer data and reporting as required to support various compliance and customer-driven activities

- Complete other tasks that contribute to the effective operation of the Customer, Community and Communication team, Customer Group and Corporate Affairs, as directed by your manager

What you'll bring to the business

Education / Qualifications:

- A relevant tertiary qualification in business, commerce, accounting, economics, statistics or equivalent practical experience is desirable, preferably in the utilities sector or a similar role

Knowledge:

- Mandatory:
    - Business analysis techniques
    - Critical thinking techniques
    - Project management principles
- Highly desirable:
    - Understanding of the Victorian energy industry, including the regulatory framework and codes as applicable to an electricity distribution business
    - Working knowledge of IT systems and software including: MSATS, CISOV, Itron (IEE, MTS), SAP (including SAP IS-U), WebMethods, BI, Tableau, Salesforce, Oracle SQL database and query writing

Experience:

- Advanced critical thinking and problem-solving skills and ability to operate with ambiguity
- Demonstrated analytical skills, including the ability to analyse options against business benefits
- Business analyst experience with demonstrated ability to facilitate and coordinate workshops
- Strong storytelling ability to convey insights and recommendations and develop business cases
- Demonstrated customer advocate with a strong customer focus
- Strong stakeholder engagement skills, verbal communication and interpersonal skills
- Excellent time management and planning skills to meet conflicting deadlines

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. Customer focus: Building strong customer relationships and delivering customer-centric solutions
3. Cultivates innovation: Creating new and better ways for the organisation to be successful

'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. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement

'People' competencies

1. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
2. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
3. Persuades: Using compelling arguments to gain the support and commitment of others

'Self' competencies

1. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
2. Nimble learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder
3. Self-development: Actively seeking new ways to grow and be challenged using both formal and informal development channels

Other relevant information

- Travel to other work locations / sites may be required