

# Position Description

<b>Position title:</b>	Manager Faults & Emergency
<b>Reports to:</b>	Head of Network Control and Operations
<b>Business unit:</b>	Service Delivery & Vegetation Management
<b>Employment category:</b>	Employment Contract

## 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 using our network of poles, wires and infrastructure to bring power to homes and businesses across our service territory — that's more than 13,000 kilometres of wires and 200,000 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 & Vegetation Management team you'll be part of

The Service Delivery & Vegetation Management 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, vegetation management, 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 Manager Faults & Emergency is a member of the Network Control Centre (NCC) leadership team reporting to the Head of Network Control and Operations. The role is accountable for coordinating the rectification of faults on the United Energy distribution network and ensuring procedures and plans are in place to respond to escalated events. This includes leading a team of 10 resource coordinators who utilise sophisticated network management system to prioritise network faults and coordinate field resources to repair the network and restore supply to impacted customers.

## Your key responsibilities

### Network Operations

- Coordinate fault restoration process to ensure safe and efficient restoration of customers and repair of United Energy distribution assets.
- Monitor the state of the UE distribution network on a 24/7 basis and ensure that the business escalates appropriately.
- Monitor weather forecasts and analytics to ensure adequate preparation and planning for potential escalation events.
- Maintain accurate operational records for system events involving unplanned outages to support network reliability and regulatory reporting obligations.
- Monitor and report on key fault response statistics and maximise reliability incentive schemes through efficient prioritisation of fault response and optimal resourcing.
- Support and develop systems and processes in preparation for escalation/emergency events including load shedding, minimum demand, TFB days and weather events.
- Maintain emergency messaging systems and contact lists to ensure 24/7 notification of incidents and significant events across the business.

### Reliability

- Ensure electricity network events impacting on quality or security are recorded and reported to relevant personnel throughout UE, in an effective and timely manner.
- Monitor network conditions closely to ensure that the business escalates appropriately and is prepared to respond to foreseeable events.
- Ensure backup facilities and systems are in place and maintained for the efficient and fast mobilisation during emergency scenarios.
- Ensure that short term contingency plans are developed and implemented appropriately to minimise business disruption for loss of key supporting infrastructure.

### Safety

- Ensure safe operations and efficient communication between Resource Coordinators and fault crews.
- Assess and control risk as far as practicable and maintaining comprehensive procedures and work instructions.
- Manage fatigue, welfare and rostering of the Resource Coordination team to ensure 24/7 operation.
- Ensure appropriate total fire ban fire day procedures are documented and complied with.
- Ensure Health, Safety and Environment standards meet the highest industry standards.
- Ensure compliance with all related regulations.

## Leadership

- Manage on-call emergency managers roster and deliver internal training to ensure 24/7 response to incidents.
- Establish Network Escalation Teams in response to escalation events and coordinate business support to augment control room capabilities in high workload situations.
- Deliver strategic initiatives and business improvement opportunities to prepare the network control centre for evolving customer and regulatory requirements.
- Develop and implement plans that ensure overall capabilities of the team meet current and future business needs.
- Develop and implement plans that build team morale, employee engagement and generate commitment to and understanding of company vision and strategy.
- Provide strong leadership, coaching and strategic direction to the Resource Coordination team.

## Customer Focus

- Liaise with other regulatory bodies and other response agencies during emergencies and escalations to provide accurate information and prioritise critical infrastructure and vulnerable customers.
- Maintain systems and processes to provide accurate and reliable notifications to customers of outages and estimated restoration times.
- Actively pursue opportunities to improve customer satisfaction, communication and improve supply security.

# What you'll bring to the business

## Education / Qualifications:

- Tertiary qualifications (graduate/post-graduate) in a related discipline (e.g. Technical, engineering, commerce/business).
- Graduate or post graduate qualifications in electrical engineering is highly desirable.

## Knowledge:

- Well-developed commercial and business acumen, with the ability to develop, implement and measure risk based strategic plans.
- Excellent communication and writing skills across multiple mediums to inform and influence.
- Excellent relationship building skills to work pragmatically and collaboratively with both internal and external stakeholders.
- Very good working knowledge of the operation of Sub transmission, Distribution HV & LV Networks
- Understanding of 24 x 7 operational environment and processes and emergency management practices and principles
- Working understanding of VESI & Company Operating procedures, practices and outage planning
- A working knowledge of the computer applications utilized within the Network Control Centre environment including being up to date with the latest operational technology.
- Strong analytical, reporting, business writing and problem-solving skills to assess strategy, tactics and plans to achieve commercial performance.
- Knowledge of the regulatory drivers, business targets and the key interfaces that impact upon the operation of United Energy.
- Advanced user of Microsoft suite.
- Ability to mentor and guide team members, including driving efficiency and improvement measures.
- Understanding of data management principles and application for network model management.

## Experience:

- Extensive experience in distribution businesses in the areas of network operations or asset management is highly desirable.
- Ability to work independently, prioritise works, problem solve and make decisions in a pressurised environment.
- Proven experience in problem solving, business/commercial analytics, project delivery and communication in a complex environment.
- A working knowledge of the unique challenges faced by shift workers and practical experience gained leading a team in such a working environment.
- A commitment to health & safety of staff, contractors and the public and demonstrated ability to manage incident investigations and execute controls to eliminate risk of recurrence.
- Proven leadership skills with the ability to facilitate change and motivate others.
- Experience in building, coaching and driving high performance teams.
- Experienced leader, providing strategic and technical direction to broad teams.
- Demonstrated high level of customer service focus.
- Proven interpersonal skills to successfully work in and lead a close team environment and to build good working relationships with both internal and external organisations.

# The skills and competencies you'll have

## 'Thought' competencies

1. Customer focus: Building strong customer relationships and delivering customer-centric solutions
2. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate
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. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
3. Ensures accountability: Holding self and others accountable to meet commitments

## 'People' competencies

1. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
2. Manages conflict: Handling conflict situations effectively, with a minimum of noise
3. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives

## 'Self' competencies

1. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
2. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
3. Courage: Stepping up to address difficult issues, saying what needs to be said

## 'Leadership' competencies

1. Take the lead: Taking the lead and pushing for performance. Take charge, declaring, decisive. Push, hold people accountable.
2. Strategic focus: Position your team for the future. Set direction, drive improvements and growth, embrace innovation.
3. 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
- Availability duty will be required
- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports: 10 Contractor direct reports:
- Budget: OPEX 1,000,000, CAPEX 500,000