

Position Description

Position title:	Revenue Services Manager
Reports to:	Head of Revenue Management
Business unit:	Corporate Services 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 Corporate Services Group you'll be part of

The Corporate Services Group plays a vital role for the business by managing essential services such as property, procurement, revenue management, payroll and security. With a focus on excellence, integrity, collaboration, and innovation, we are dedicated to delivering exceptional support that enables the company to thrive and grow.

The Corporate Services Group support the operational efficiency and safety of our business. The team manage essential assets and services critical to running of the business. From overseeing property and procurement to managing revenue, payroll, and the security of our people, places and assets. They ensure that these elements are well-maintained and optimised to deliver value for all.

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

Provide leadership in delivering revenue generation and revenue recovery across the business, including asset damage recovery, Service Target Performance Incentive Scheme (STPIS) investigations, invoicing, and recovery activities. Set the operational direction of the Revenue Services team to deliver high-quality, efficient outcomes that meet shareholder, regulatory, legislative, and customer expectations.

Engage key internal and external stakeholders to ensure they understand the roles and responsibilities of Revenue Services. Work collaboratively across the business to maintain alignment with policy and process, Delegations of Authority (DOA), Segregation of Duties (SOD), and Revenue Management priorities.

Your key responsibilities

Revenue Generation

- Lead end-to-end delivery of Recoverable Works revenue, including asset damage and STPIS investigations, invoicing, and collections.
- Oversee investigation and validation of network incidents to support appropriate cost-recovery outcomes.
- Ensure recoverable costs are billed accurately and on time to responsible parties, insurers, and other liable entities.
- Identify and implement process improvements to maximise recovery and minimise unrecovered costs.

Debt Recovery

- Own the debt recovery strategy across the entire business' portfolio, such as asset damage, minor works, augmentation and other revenue streams.
- Manage escalated recovery matters, including disputes, settlement negotiations, and engagement with insurers, legal representatives, and external recovery agents.
- Monitor the performance of mercantile agencies and external service providers to ensure strategies are effective and aligned with business expectations.
- Monitor aged debt balances and recovery performance to ensure outcomes meet established targets.
- Lead and coordinate operational collections activity and credit decision-making.

Credit Risk, Governance and Compliance

- Ensure revenue services activities comply with internal policies, regulatory obligations, DOA, SOD, and financial control frameworks.
- Own credit risk management activities, including new retailer credit assessments, network credit support arrangements, and bad debt write-offs, in accordance with DOA.
- Maintain governance over customer bank account management to ensure payment integrity and SOD controls.
- Establish and maintain standards that strengthen revenue services processes and minimise financial risk.
- Ensure accurate, complete and timely record-keeping and audit trails within financial systems to support audit, risk, and assurance requirements.

- Contribute to internal and external audits by providing documentation, responding to requests, and implementing agreed remediation actions within required timeframes.

Stakeholder Engagement

- Build and maintain strong relationships with internal stakeholder groups to support effective revenue generation and recovery outcomes.
- Establish reporting and communication frameworks to keep stakeholders informed of operational performance and emerging issues.
- Work collaboratively with Transactional Services to ensure operational activities are compliant with company policies and procedures.

Leadership and Team Development

- Provide day-to-day leadership of the team including workload management, resource planning and operational oversight.
- Promote a high-performing, collaborative team culture and build strong stakeholder relationships across the business.
- Undertake performance management, coaching and development of team members as required.
- Act as a role model for company values and behaviours.
- Build team capability through structured training and knowledge development.
- Act as a key escalation point for the team supporting timely resolution of operational issues.

What you'll bring to the business

Education / Qualifications:

Relevant experience.

Knowledge:

- Strong analytical skills with the ability to interpret the data to make sound commercial decisions.
- Strong understanding of regulatory and / or legislative requirements relating to revenue services functions.
- Knowledge of and prior experience in negotiating settlements for debt balances across a broad range of customers.
- Demonstrated experience utilising Microsoft Office applications.
- Knowledge of and experience operating financial applications/systems such as SAP.

Experience:

- Demonstrated experience in the development of revenue services processes, policies, and practices.
- Hands-on experience working across revenue services functions, such as; revenue generation, collections / credit risk and accounts receivable.
- Previous experience in a leadership role relative to revenue services functions.

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. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders
3. Cultivates innovation: Creating new and better ways for the organisation to be successful

'Result' competencies

1. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals
2. Directs work: Providing direction, delegating, and removing obstacles to get work done
3. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement

'People' competencies

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

3. Builds effective teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals

‘Self’ competencies

1. Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
2. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
3. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations

‘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
- Direct reports - FTE direct reports: ≤10