Position Description

Position title:	Faults and Works Delivery Manager
Reports to:	Head of Field Delivery
Business unit:	Service Delivery & Vegetation Management
Employment category:	Contract (Employment Agreement)

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



Purpose of the position

The Faults and Works Delivery Manager is responsible for managing United Energy's fault response, roster planning and forecasting for Field Delivery workers, Licenced Electrical Inspectors (LEI) and Field SCADA employees. This role leads a team responsible for the proactive and reactive management response to faults and continuous improvement of Works Delivery practices across United Energy distribution network.

The role is responsible for managing critical stakeholder relationships for Field Delivery, including managing the interface between Network Control and Coordination (NCC), Network Services and Electricity Networks. This role also plays a key role in overseeing scheduling and deployment of LEI's (internal and contract) across the Field Delivery works programs, enabling productive performance and adherence to agreed service metrics.

Your key responsibilities

Leadership

- Lead and develop a high-performing team, focused on safety, accountability, engagement and alignment with business objectives.
- Develop and manage fault response, roster planning, including forecasting for peak-period for field workers, Licenced Electrical Inspectors (LEI) and field SCADA.
- Build leadership capability and technical expertise, to enable effective decision-making and ownership within the team.

Fault management

- Lead implementation and ongoing improvement of the Faults response strategy, including rostering, preparation, dispatch (as an input) and follow-up arrangements. To improve reliability targets and Service Target Performance Incentive Scheme (STPIS) outcomes.
- Oversee faults response performance and peak-period emergency response to support timely restoration, network reliability and customer outcomes.

Licensed Electrical Inspection

- Provide electrical inspection support for New Connections teams
- Drive contractor performance for LEI's supporting fault response

Works delivery support and stakeholder alignment

- Oversee performance and efficiency of works scheduling across overhead and sub-station field work groups
- Build strong operational interfaces with other parts of Field Delivery, NCC and Electricity Networks to support coordinated delivery of field operations.
- Ensure safety and regulatory compliance are embedded in faults response and works dispatch activities within the function's remit.
- Ensure appropriate controls are in place for faults follow-up and capture of recoverable works information.
- Create operational structures and metrics to fully utilise LEI and SCADA resources

Continuous improvement and best practices

- Develop and embed fit for purpose capabilities, processes or process improvements that meet a dynamic operational landscape

- Contribute to a culture that is focused on workplace continuous improvement through identifying and supporting improvement initiatives and opportunities
- Review and investigate fault management opportunities across the United Energy networks to deliver an improved faults management performance including improved reliability performance

What you'll bring to the business

Education / Qualifications:

- Tertiary qualifications in an engineering or management discipline with demonstrated extensive experience in a similar type role or;
- Advanced Diploma qualification in ESI Power Systems or a relevant technical trade discipline and/or;
- Demonstrated experience in a similar type role

Knowledge:

- Knowledge of the Electrical Distribution Industry
- Working knowledge of Employment laws and guidelines such as Safety, EEO, Industrial/Employee Relations etc

Experience:

- Previous experience managing an end-to-end services performance function (including but not limited to contracts management, quality management, business strategy and improvement)
- Extensive experience in identifying, planning, and executing change opportunities
- Extensive experience in identifying, planning, and innovating business models as well as developing new channels, business models or business transformation
- Strong analytical, reporting, business writing and problem-solving skills
- Strong interpersonal skills, including the ability to work across the organization and interact / influence / negotiate effectively at all levels of management, stakeholders and customers
- Demonstrated ability to think strategically and communicate clearly
- Demonstrated attention to detail and high numeracy
- Working knowledge of the regulatory drivers, business targets and the key interfaces that impact upon the operation of United Energy
- Detailed knowledge of business management and human resource management principles and practices including organisational change
- Proven project management and negotiation skills
- A working knowledge of the unique challenges faced by shift workers and practical experience gained leading team in such a working environment
- Proven experience managing a technical workforce
- Experience in budgeting, forecasting and project management principles

The skills and competencies you'll have

'Thought' competencies

1. Strategic mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies
2. 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
3. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate

'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. Ensures accountability: Holding self and others accountable to meet commitments

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

'Self' competencies

1. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
2. Courage: Stepping up to address difficult issues, saying what needs to be said
3. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity

'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:14 Contractor direct reports: NA
- Budget: CAPEX ~TBC OPEX ~$TBC