



Position Description

Position title:	Network Availability Officer – Business Hours
Reports to:	Network Risk and Assurance Manager
Business unit:	Electricity Networks
Employment category:	[Contract (Employment Agreement) / Enterprise Agreement and pay point]

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 Electricity Networks team you’ll be part of

The Electricity Networks team is responsible for the efficient and effective management of our electricity distribution networks and assets. They do this through developing engineering standards, asset strategies and long-term views of the network, network planning, investing in future network technology, asset maintenance planning, network safety and compliance management and bushfire mitigation strategies.

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 Network Availability Officer undertakes the initial reporting to Energy Safe Victoria (ESV) of reportable serious electrical safety incidents (during business hours), which is critical in meeting our regulatory reporting obligations.

These responsibilities include the verification of technical information to accurately report incidents relating to the CitiPower (CP), Powercor (PAL) and Australian Energy Operations (AEO) networks in accordance with regulatory reporting requirements.

Your key responsibilities

Incident Notification

- Collate the necessary reportable information relating to serious electrical incidents from direct discussions with the attending crews
- Notify reportable incidents to ESV via a phone call “as soon as practicable” and coordinate site preservation requirements where applicable
- Prepare and submit appropriate notifications and reporting (via internal reporting systems) on reportable incidents relating to the CP, PAL and AEO networks
- Ensure the accurate, timely and consistent capture and reporting of electrical safety incidents to meet regulatory and internal reporting requirements

Stakeholder Involvement

- Communicate relevant network safety reporting obligations to all key stakeholders.
- Liaise with attending crews to obtain required information and details related to reportable incidents.
- Communicate in a clear and concise manner to internal parties and external regulatory authorities.
- Foster a positive business relationship with ESV based on credibility and trust.

What you'll bring to the business

Education / Qualifications:

- Relevant electrical qualifications such as certificate, trade qualification or degree

Knowledge:

- Strong working knowledge of the electrical network.
- Awareness of requirements of electricity safety legislation and other guidance material.
- Good written and verbal communication and interpersonal skills.
- Good computer literacy.

Experience:

- Experience in electricity distribution industry is desired.
- Experience in incident reporting and investigations.
- Experience in an electrical technical/field role.
- Experience in dealing with a wide variety of customers, contractors and external bodies.

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. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders
3. Customer focus: Building strong customer relationships and delivering customer-centric solutions

'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Ensures accountability: Holding self and others accountable to meet commitments
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. Interpersonal savvy: Relating openly and comfortably with diverse groups of people

'Self' competencies

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

Other relevant information

- Availability duty will be required
- Travel to other work locations / sites may be required