Head of Network Operations & Performance Engineering

Engineering

Position Description

Alpine House
24 Elginshire Street,
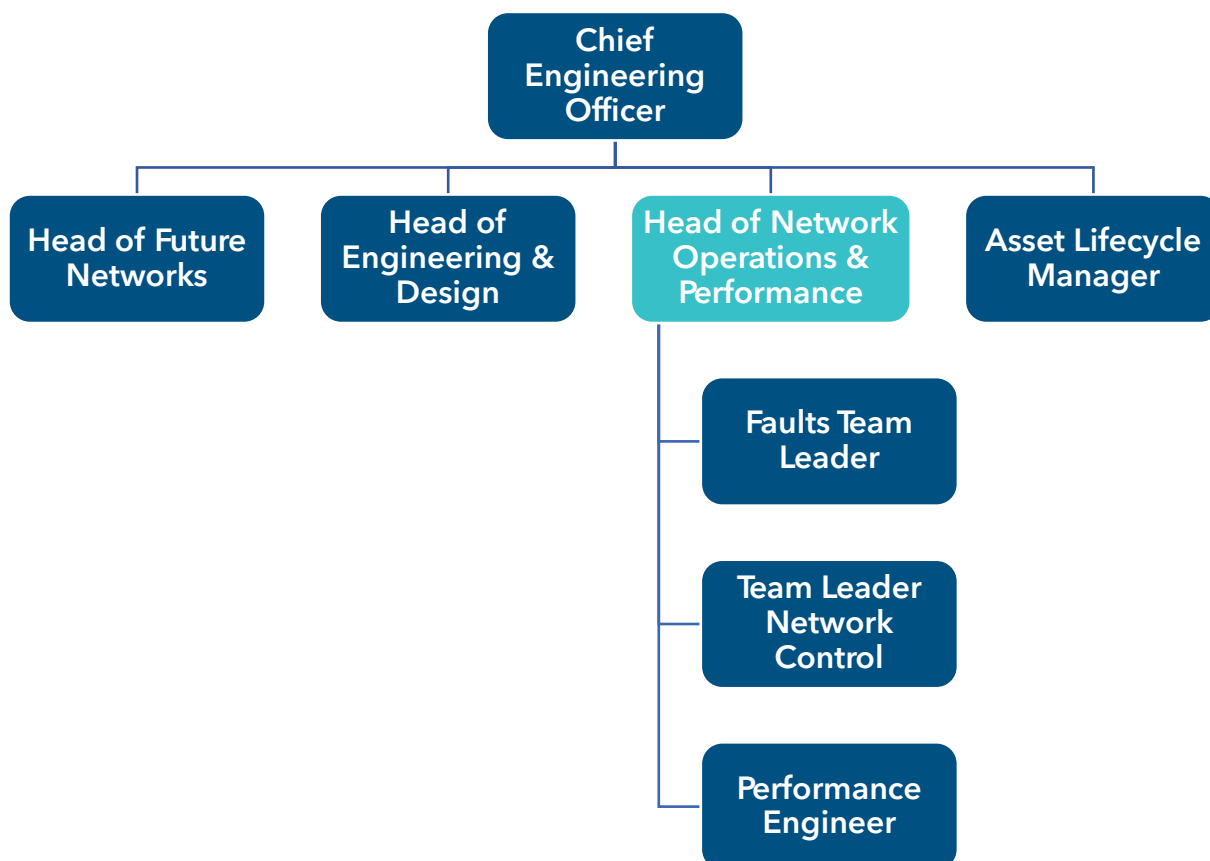Washdyke, 7910

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Head of Network Operations & Performance

Position Descriptions are intended to describe the main functions and responsibilities required of the role. Position Descriptions are not to be construed as an exhaustive list of all responsibilities or duties that may reasonably be required of the incumbent in this role. Employees will be expected to perform any duties reasonably requested by the employer. Position Descriptions are subject to review to reflect changing circumstances and may be amended from time to time to take account of the role requirements that evolve over time.

Reporting to:	Chief Engineering Officer
Responsible for:	Three direct reports, 20 indirect reports
Position purpose:	• Responsible for the safe, reliable and resilient performance of the network, including leadership of the network control centre, network access planning, operational performance and management of faults. • Overall leadership of AEL's approach to network planning to ensure security of supply and risk mitigation, including control and execution of all testing, construction and maintenance work done on the network (includes the management of all vegetation within close proximity of Alpine's assets).
Last review date:	July 2024

Where you will fit

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                    Chief
                  Engineering
                    Officer
                       |
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 Head of Future   Head of        Head of Network    Asset Lifecycle
 Networks         Engineering &  Operations &       Manager
                  Design         Performance
                                      |
                                 Faults Team
                                 Leader
                                      |
                                 Team Leader
                                 Network
                                 Control
                                      |
                                 Performance
                                 Engineer
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Financial Responsibilities

Authorities may change to align with organisation changes to delegations of authority.
- Controls a budget: Y
- Maximum that may be spent without reference to manager: As per Delegated Level of Authority Policy
- Jobholder can spend unbudgeted capital: N
- Jobholder is responsible for committing the organisation to long-term contracts: N
- Jobholder signs correspondence for Company: Y

Key Relationships

It is a key responsibility that relationships must be built and maintained in such a way as to bring about positive and respectful interactions

External
- Clients / public
- Contracting parties
- Transpower
- USI Load Manager
- Retailers

Internal
- Other team members in your Department Group
- Other Alpine employees
- Head of Customer Commercial
- Field Services Team
- Works Delivery Team
- Engineering and Design Team
- Executive Leadership Team
- Support team members

Leadership

You are responsible for
- Always acting in the best interests of Alpine and its people. Leading and motivating all team members.
- Developing a team environment and empowering others to achieve results that are responsive, business like, well planned, safe and successful.
- Dealing with staff issues quickly and effectively, ensuring compliance with legislation, and company HR policies in the process.
- Conducting development reviews, salary reviews and career discussions with all relevant staff.
- Fostering a culture of openness and trust with staff, providing regular feedback and encouraging their input to improve company performance.
- Developing a continuous improvement mindset across the Network Operations team.

You are successful when
- You encourage the development of team members through the sharing of professional knowledge and experience.
- Team members are engaged and motivated to adhere to company values and achieve company goals and objectives.

- Team members understand and are motivated to achieve their objectives; you lead, coach and motivate the group, promoting employee engagement with openness, satisfaction and trust.
- You give regular, constructive feedback and acknowledge the efforts of others.
- Business goals are met through the proactive and consistent application of performance and development processes; performance concerns are addressed promptly.
- Change is encouraged and supported where there is evidence that services/ processes may be enhanced.
- Communication is open, honest, appropriate, and considerate with leadership that shows commitment, urgency and is visibly open, clear, and innovative.
- The annual salary review process is completed in a timely manner in accordance with Alpine's Performance & Remuneration Framework.

Network Strategy and Performance

You are responsible for
- Driving the performance of AEL's network through the development of a network strategy and plan for approval by the Chief Engineering Officer and wider Executive Leadership Team.
- Leading and owning AEL's approach to network planning, including ownership of key operational policies that ensure the security of supply (e.g. emergency management and risk mitigation policies).
- Implementing strategies to optimise network reliability, resilience, and performance, minimising downtime and disruptions.
- Driving a focus on performance analytics to minimise downtime and disruptions and support decision making (i.e. providing data and analytics on faults and network performance).
- Preparing regular reports and providing insights on network performance, highlighting key metrics, trends, and areas for improvement.
- Providing strategic leadership, direction, and oversight to ensure all network plans are successfully implemented and performance measures are met.
- Leading the network planning element of the annual Asset Management Plan (AMP), drawing on others from across AEL as required.

You are successful when
- AEL has a clear network strategy based on performance data and insights.
- Clear policies and procedures are in place to govern network planning, including emergency management and risk mitigation policies.
- Performance analytics are shared across AEL to support decision making.
- The network planning elements of the AMP include network performance statistics as required under the regulatory regime.

Network Operations

You are responsible for
- Leading the approach to monitoring Network Assets' condition and status in terms of conformance, performance, quality and safety.
- Leading network reliability measurement.
- Managing SAIDI & SAIFI targets.
- Switching instructions and management of day to day field switching.
- Accurate and timely record keeping.

- Oversight of day to day network operations. AEL's response to faults, including resolution of faults and unplanned outages, analysing and troubleshooting to reduce the risk of further faults.
- Plant Fault Reports.
- Ensuring the safety of all AEL team members working on network operations.

You are successful when
- The Control desk is manned at all times during office hours.
- Control staff are available and equipped after hours to deal with network outages.
- All switching instructions are prepared in accordance with the Switching Instruction Writing Standard and checked before issued.
- Switching instructions are supplied to team members and contractors in agreed timeframes.
- Accurate records are kept of all processes executed and influenced by the Network Control team.
- All operating on the network is carried out in a safe manner and in accordance with relevant Acts, Regulations, Codes of Practice, and SM-EI.
- Faults across the network are resolved as quickly as possible.
- Plant fault reports are actioned and processed in the appropriate timeframes and include analytics and learnings for future.
- You support and contribute to future enhancement of systems and processes
- Public, staff and contractor safety is not compromised through any of the teams actions or inactions.
- Timely and accurate reporting of SAIDI, CAIDI and SAIFI on a monthly basis.
- Annual SAIDI & SAIFI 'budgets' are not exceeded bar exceptional events.

Outage Planning
You are responsible for
- Overall leadership of job planning and outage reporting through management of the Performance Engineer.
- Ensuring the optimisation of outages.

You are successful when
- All work on the network is planned to ensure safe and reliable outcomes.
- Network reliability is maximised.
- SAIDI & SAIFI implications of all major works are calculated and escalated for approval.

Network SCADA & Communications
You are responsible for
- Systems availability, accuracy and functionality.
- Contibuting to the Asset Management Plan (AMP) any SCADA/Comms systems and planned improvements.
- Budgeting.

You are successful when
- SCADA system information is timely, accurate, functionality is tested and enhanced to ensure continued increase in business requirements are supported.
- You evaluate and implement DMS and OMS etc.

- You evaluate and integrate with GIS and ETAP.
- Comms systems are fit for purpose and reliable.
- You contribute to AMP wrt SCADA/Comms systems and planned improvements.
- Budgets for SCADA and Comms CAPEX projects are proposed and justified to be included in AMP.

Stakeholder Engagement

You are responsible for

- Collaborating closely with internal stakeholders, including Works Delivery, Field Services, and Customer Connections to achieve operational objectives.
- Building and maintaining effective relationships with external stakeholders, such as regulatory bodies, industry associations, and customers.
- Actioning and dealing with customer issues relating to the reliability or performance of the network.
- Developing a strong relationship with retailer's, operational staff and ensuring effective and efficient information flow during outages.

You are successful when

- Internal stakeholders are working together effectively to achieve outcomes.
- External stakeholders are well-informed and proactively engaged with.
- Issues are resolved within the expected timeframes.
- Excellent relationships with customers, positive feedback.

(Occasionally you may be required to work outside of your usual work hours for events, however, you will be compensated accordingly).

What You Will Bring:

Education & Qualifications	Essential	Desirable
• Tertiary qualification in Electrical or Power Engineering and/or able to register as a CPEng	✓	
• 10+ years experience in a control room environment or similar		✓
Knowledge, Skills & Experience	**Essential**	**Desirable**
• Previous experience in a network operations leadership role	✓	
• Proven track record in building, leading and managing teams.	✓	
• Experience developing and interpreting performance analytics to inform decision making.	✓	
• Knowledge of the Electricity Participation Code as they relate to distribution companies.	✓	
• Knowledge of the Electricity Act, Electricity Safety Regulations and SM-EI.	✓	
• Ability to articulate direction and goals, and support others in the achievement of these.	✓	
• Have the ability to contribute and work collegially as a member of the department management team, understanding the importance of positive durable working relationships.	✓	

• Ability to provide leadership as well as work within a team and have excellent communication skills, both oral and written.	✓	
• Demonstrable skills to support the management and operating of the network.	✓	
• Ability to perform under stress, and the ability to deal with a wide range of people demonstrating sensitivity to needs of others.	✓	
• Ability to adapt to changing conditions, processes and other developments.		✓
• Dedication to get results; willingness to accept responsibility. Awareness of and commitment to company policies, specifically health and safety and quality management policies.	✓	
• A demonstrated level of technical knowledge and capability commensurate with tasks undertaken. This requires several years of demonstrated management experience along with well proven skills of analysis and synthesis in dealing with problems.	✓	
• Willingness to participate, take on responsibilities and contribute positively in a team situation.	✓	
• Being responsive, helpful and courteous to members of the public and fellow employees.	✓	
• Have the ability to contribute and work collegially as a member of the department management team, understanding the importance of positive durable working relationships.	✓	

What We Expect

Health & Safety

- Actively participating in health and safety (H&S) responsibilities outlined in Alpine's H&S Management Programme
- Following all established work procedures with regard to the requirements for H&S, including the use of PPE
- Identifying and reporting hazards
- Adhering to all H&S practices and rules
- Actively promoting and supporting health and safety, and wellbeing initiatives

Continuous Improvement

- Taking the initiative to improve work practices and to get the best possible outcome
- Looking for opportunities to improve systems, processes and work practices – both within your own position and our company as a whole
- Participate in MBUs, both within in your own team and across AEL

Customer Excellence

- Acting as an ambassador for AEL, going above and beyond to always provide both internal and external customers with exceptional service - approachable, interested and friendly
- Treating everyone with respect – taking time to listen, learn and understand. Problems and complaints are acknowledged, solutions identified and promptly acted upon

- Taking responsibility for the achievement of the organisational levels of service, measures, and targets as they relate to the role

Teamwork
- Working together as one team
- Willingly sharing your knowledge and experience
- Open, honest, considerate, and respectful communication
- Demonstrate positivity and respect and support and care for your colleagues.
- Demonstrate initiative and commitment to team objectives
- Actively participating in group activities
- Being open and receptive to change
- Positive response to requests for assistance from within your own team and other teams; demonstrating adaptability and willingness

Performance & Development
- Taking a full and active role in Performance Development Plan discussions with your manager (prepares, participates, follows through). Identifying and following through on opportunities for personal and professional development
- Demonstrating commitment to up-skilling and further developing specialist knowledge and best practice initiatives
- Participating in training opportunities with an open mind

Civil Defence Emergency Management
- Assisting AEL in preparing for and responding to an emergency
- After establishing the safety of members of your household, you may be assigned duties to assist AEL in an emergency

Personal Accountability
Being a positive role model and promoting AEL favourably.
- Be approachable, personable, willing, and consistent
- Contribute proactively through empowering our communities
- Work within and contribute to all AEL policies and standards

Other Duties
Occasionally you may be required to undertake duties in addition to those outlined, but of which fall within your capabilities and experience.

Employees are expected to carry out such other duties and responsibilities as may be requested from time to time by their supervisor or manager which are generally consistent with the objectives of the position.

Our Vision

Our Vision — Empowering our Community

Our Purpose — We deliver secure and reliable energy while innovating for our future

Our Values

Safety — We value health & safety always

Integrity — We are honest and sincere; we mean what we say and say what we mean

Accountability — We accept responsibility

All built on a foundation of RESPECT

_____   _____

Manager   Date

_____   _____

Position Holder   Date