



Operations Support Officer

Operations

Position Description



Alpine House
24 Elginshire Street,
Washdyke, 7910

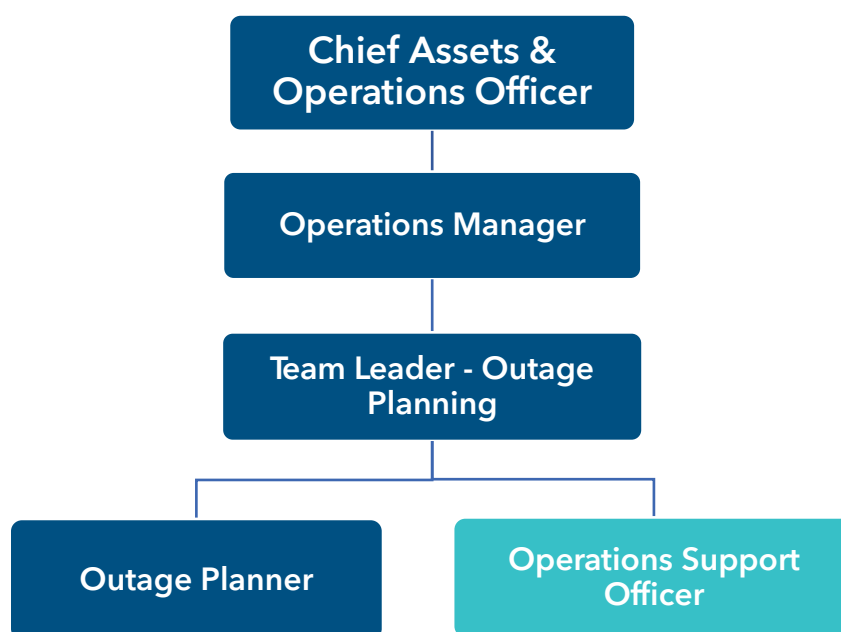
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Operations Support Officer

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:	Team Leader - Outage Planning
Responsible for:	Planned outage notification and administrative support to the Operations team.
Position purpose:	<ul style="list-style-type: none">• Be responsible for all planned outage notifications• Provide administrative support to the Operations team.
Last review date:	April 2024

Where you will fit



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

- Customers
- Contractors

Internal

- Operations
- Other teams in the Assets and Operations group
- Assets and Operations administrative support team

- Finance
- Communications & Marketing
- Regulatory and Sustainability
- Safety and Risk

Planned Interruption Notification

You Are Responsible For

- Taking a lead on the planned interruption notification process
- Continuously improving and automating the process
- Carrying out notifications as and when required
- Fielding planned interruption calls from customers
- Liaison between customers and the Control Room to ensure accurate flow of information

You Are Successful When

- Notifications are completed on time
- Customer calls are attended to promptly and the flow of information between the Control Room and through to the customers are successfully managed
- The process is enhanced where possible

Network Operations

You Are Responsible For

- Supporting and overseeing the department project plan
- Working towards the successful delivery of Alpine's strategic objectives
- Assisting with workflow processes to ensure the success of the wider team
- Administrative duties within the Network Operations group which could include data management, filing, scanning and organising documents
- Monthly Works Releases statistics report, financial and operations reporting
- Actively supporting team members, in consultation with your manager, to build and develop sustainable reporting to ensure efficient decision making can occur
- Facilitating communication as appropriate with both external and internal business partners ensuring informed decisions are made
- Carrying out other specific tasks as directed by Team Leader Outage Planning, Team Leader Network Control or Operations Manager
- Managing operations centre call triage during a major event outage
- Back up and support to other administrative members of Service Delivery group

You Are Successful When

- The Operations project plan is successfully delivered
- Relevant strategic objectives and workflow improvement are realised
- Reports are generated promptly, and new ones created as and when required
- All work is completed accurately and promptly to a high standard
- Organisation and user expectations are met
- You continually seek improvement with the use of new technology
- Support is given to other administrative staff members when needed

Financial Responsibilities

You are responsible for

(Authorities may change to align with organisation changes to delegations of authority.)

- Operations projects and budgets in ERP
- Creating and closing off Tasks in ERP
- Creating Purchase Orders in ERP
- Following up third party damage charges and issue of invoices
- Operations asset capitalisation process

You Are Successful When

- Annual CAPEX/OPEX projects are set-up in ERP with associated budgets
- Tasks are created and closed off accurately
- Purchase Orders are created accurately and closed off promptly
- All costs associated with third party damage to the network are compiled
- All work is completed accurately, to a high standard with minimum delay
- Organisation and user expectations are met

(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
<ul style="list-style-type: none">• NCEA Level 3• Relevant tertiary qualification - Diploma in Business, Commerce or Financial Accounting• Current Driver Licence	<div>✓</div> <div>✓</div>	<div>✓</div>
Knowledge, Skills & Experience	Essential	Desirable
<ul style="list-style-type: none">• Proven experience in a similar role with accounting, communications or business management application• Ability to understand network operational tools and lingo• Electricity distribution network knowledge• Experience and understanding of an ERP system• Competent user of Microsoft products• Excellent planning and organising skills• Attention to detail and high level of accuracy• Exceptional written and verbal communication skills, including confidence to speak out• Takes responsibility for the safety of all	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	<div>✓</div> <div>✓</div>

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

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


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