



Delivery Performance Manager

Works Delivery

Position Description



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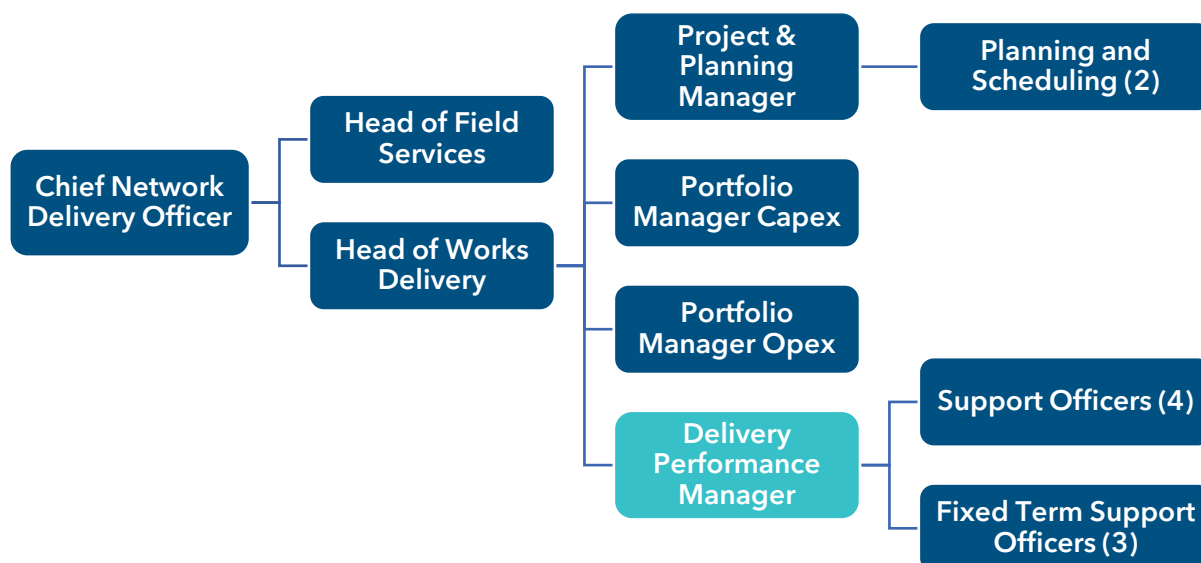
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Delivery Performance Manager

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:	Head of Works Delivery
Responsible for:	Up to 7 direct reports
Position purpose:	<ul style="list-style-type: none">• Optimise our works delivery operations through the application of Alpine's strategic principles to maximise performance, productivity and utilisation.• Provide leadership to the support team to provide business administration support across Alpine Energy, building a culture of innovation and continuous improvement.
Last review date:	October 2024

Where you will fit



Key Relationship

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

- Professional organisations
- Contractors
- Suppliers
- Customers

Internal

- Project and Planning team
- Project Managers
- Field Services teams
- Network Operations and Performance team
- Portfolio Managers
- Finance team
- Executive Leadership team
- Other Team Leaders and Managers
- Support team members
- Other Alpine teams and employees

Financial Responsibilities

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

- Controls a budget: N
- Maximum that may be spent without reference to manager: \$000
- Jobholder can spend unbudgeted capital: N
- Jobholder is responsible for committing the organisation to long-term contracts: N
- Jobholder signs correspondence for Company: Y

Commercial Leadership

You are responsible for

- Driving innovation, change, and improvements to systems, processes, and workflows to enhance operational efficiency and effectiveness.
- Implementing clear processes within the support team, including developing KPI's for delivery and mechanisms for efficiencies where possible.
- Implementing best practices and leveraging technology solutions to streamline operations and improve overall performance.
- Designing and developing best practice administration and support processes.
- Monitoring key performance indicators (KPIs) and financial metrics to track progress and identify areas for improvement (including reviewing timesheets and resourcing on service delivery).
- Supporting the Planning and Scheduling team to applying a commercial lens across all works delivery, including tracking costs and resources to ensure value is optimised.
- Supporting the Planning and Scheduling team to providing commercial oversight across the delivery of services, including providing commercial support to Project Managers in the effective delivery of the works/contract.
- Supporting the Planning and Scheduling team to identifying opportunities for cost reduction, and value creation through strategic analysis and recording of commercial lessons learnt.

You are successful when

- The support team have established best practice processes to provide AEL-wide support.
- Work practices and procedures are continually reviewed to ensure the most efficient use of time, with tasks carried out in the most effective manner.
- Costs and resource requirements are well understood across projects.
- KPIs are monitored and financial metrics are tracked accurately.
- Opportunities for cost reduction and improvements are identified and communicated with the appropriate team.

Team Leadership

You are responsible for

- Developing a positive team environment and empowering others to perform to a high standard that meets the expectations of stakeholders.
- Coaching and supporting team members to achieve best practice support and quality administration outputs.
- Building cohesion and collaboration across the team.
- Providing regular, constructive feedback and acknowledging the efforts of others.
- Always acting in the best interests of Alpine and its people through leading and motivating all administration support team members.
- Ensuring team members set and understand their objectives and work together to achieve positive outcomes.
- Supporting business goals to be met through the proactive and consistent application of performance and development processes; performance concerns are addressed promptly.
- Encouraging and supporting change where there is evidence that services/processes may be enhanced.
- Developing commercial acumen across the support team.
- Role modelling Alpine Energy's values.

You are successful when

- You develop a cohesive and positive team culture.
- You encourage the development of team members through the sharing of professional knowledge and experience.
- You give regular, constructive feedback and acknowledge the efforts of others.
- Communication is open, honest, appropriate, and considerate and shows commitment to achieving the outputs required.
- You are operating at a level where the wider leadership team feels the team delivers all business administration and support.

Works Delivery Support

You are responsible for

- Leading the delivery of administration and support needs across AEL, ensuring needs are understood and the team is resourced appropriately.
- Through the team, delivering high quality administration and support as and when required across AEL to maintain service delivery.
- Managing workflows within the team and supporting the team where required to ensure work is completed to a high standard.
- Driving a focus on continuous improvement through the support function.
- Collaborating with internal stakeholders, including operations, finance, and the Executive Leadership Team, to align commercial objectives with broader organisational goals.

You are successful when

- Workflows are prioritised and managed appropriately between all team members.
- Conflicting priorities are well balanced in order to manage workflow, ensuring the completion of essential projects, and meeting critical deadlines.
- Outputs are accurate and produced to a high standard within the required timeframes.

(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 or equivalent • Current Driver Licence • Tertiary qualification in finance, administration, quantity surveying or other related discipline, or equivalent relevant experience 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	
Knowledge, Skills & Experience	Essential	Desirable
<ul style="list-style-type: none"> • Minimum 5 years' relevant experience • Demonstrated leadership experience including pulling a team together and developing a strong team culture • High levels of commercial acumen with ability to identify and recommend areas for improvement • Experience driving innovation and change • Highly developed interpersonal skills • Excellent workflow management and planning skills • Exceptional written and verbal communication skills, including confidence to speak in front of groups • Proven ability to build relationships across an organisation 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓

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

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