

Position details

Title of Position:	Manager Telecommunications
Reports to (position title):	Executive Assets
Division:	Assets
Function:	Telecommunications
Number of Direct Reports:	15+
Grade:	Not Applicable

Health, Safety & Wellbeing

ElectraNet is committed to a Safety-First culture and a work environment promoting the health, safety and wellbeing of all workers. To sustain this culture, all leaders are required to implement and maintain the areas of ElectraNet's safety management system under their control, where the health, safety and wellbeing of all workers comes first while ensuring full compliance with all legislative and policy requirements.

All employees are required to contribute to the Safety-First culture by exercising their duty of care to themselves and one another, by working safely, by adhering to all reasonable safety and security instructions, by using all equipment provided in accordance with safe and secure work methods and by promptly reporting any unsafe working practices, hazardous working conditions or security threats.

Position Overview

The Manager Telecommunications is accountable for leading the development of key strategies, tactics and capabilities of ElectraNet's Telecommunications functions and for delivering outcomes organisation-wide. The role has a significant impact throughout the organisation by providing strategic and operational advice and guidance to all levels of company management and by exerting leadership influence on the evolution of organisational culture and its alignment with business strategy.

The position is accountable for leading contemporary practice and is responsible for leading the operational and tactical direction of all telecommunications services and infrastructure, ensuring all ElectraNet Network Operations obligations, regulatory data compliance obligations and business objectives are met. The role will also contribute to the development of the ElectraNet's asset strategy through working collaboratively with the Asset Strategy group.

The role is focused on managing internal and external resources that are responsible for the performance monitoring and maintenance of a secure and cost-effective carrier grade telecommunications network across both the transmission network and corporate technology.

Success in this role is characterised by impactful and influential leadership to ensure strong engagement and culture across the function effective collaboration across the business and successful delivery of functional activities to support the achievement of ElectraNet's business goals and objectives.

Key Responsibilities**Strategic Leadership**

- Actively contribute to the Assets divisional leadership initiatives and strategy.
- Serve as a strategic partner and trusted advisor to the Executive team; establish and maintain strong relationships with executives and the Chief Executive to identify and respond to business needs.

- Understand the processes which derive the financial results and ensure suitable controls are in place to ensure ongoing resilience and reliability in achieving business outcomes.
- Build the financial acumen needed to make sound business decisions and drive bottom line results.
- Proactively manage budgets to ensure activities and investments meet the organisations financial objectives.
- Proactively identify and implement changes to achieve cost efficiency, whilst pursuing revenue opportunities to position ElectraNet for innovation and growth.
- Lead the development, delivery and continuous improvement of all Telecommunications activities.
- Embrace change and lead teams through the change management process, to ensure its success.
- Be accountable for communicating business-wide activities, initiatives and key messages, leading conversations with team members across the function to ensure the successful delivery and understanding of communications.

People Leadership

- Create and develop a respectful workplace environment that values cultural diversity, innovation and high performance.
- Lead the continual evolution of a constructive workplace culture; inspire, motivate and coach people to operate in a high-capability, high-performing environment.
- Develop people capabilities and behaviours to meet business demands and to support longer-term organisational resilience via successful retention and succession strategies.
- Set meaningful performance and development goals and behavioural expectations, linked to business objectives.
- Provide regular coaching and feedback to enable our employees to achieve desired performance results and reach their full potential.
- Lead the team to achieve its operational objectives by providing clear direction, actively managing performance and empowering team members to succeed.

Operational & Technical Leadership

- Drive the development, review, maintenance, implementation and evaluation of the operational plans, policies, procedures and frameworks that govern the Telecommunications function.
- Ensure the development, monitoring, analysis and reporting of relevant performance metrics for the Telecommunications function, with value-adding commentary and insight, to demonstrate the extent of success in meeting organisational performance and/or improvement targets.
- Proactively engaging across ElectraNet to achieve optimum outcomes for the business.
- Ensuring proactive collaboration between teams in preparation for and during asset handover post project delivery, to optimise operational service, management of defects and warranty claims.
- Managing service provider partnerships that deliver exceptional value, through support of organisational objectives, adherence to defined support service levels and leveraging these capabilities as appropriate.
- Leading the delivery of the team's portfolio of operational works by developing and maintaining professional plans and reports, allocating resources, securing all necessary approvals, managing outsourced engineering services, ensuring all safety, quality and environmental requirements are met and achieving planned financial and schedule outcomes.
- Leading the Telecommunications team across the full lifecycle of services required to support the ElectraNet data, voice, carrier and private networking needs.
- Accountability for ensuring performance requirements meet National Electricity Rules and The Security of Critical Infrastructure Act 2018 and subsequent amendments, with particular regard to outage management, change management, system integration, patching and updating.

- Accountability for ensuring performance for all aspects of resource demand management, supply management and overall portfolio control of telecommunications operating and capital investments.
- Managing the provision of clearly documented and communicated telecommunications and networking strategies and plans aligned to published Asset Strategies which meet minimum regulatory and corporate requirements.
- Monitoring the performance of the telecommunications network, using network management tools and processes, to include producing reports against agreed standards.
- Leading the development of the operational plans, policies, procedures and frameworks to govern the Telecommunications functions and their implementation throughout ElectraNet.
- Improving the alignment and efficiency of the Engineering Management System (Engineering MS) including processes that underpin the Engineering Technical Authority structure across the Telecommunications.
- Oversee the development and maintenance of Design Standards to deliver safe, cost effective and efficient designs in accordance with ElectraNet's Asset Management strategies, Australian and International standards.
- Oversee investigations of Telecommunications faults and implement appropriate rectification plans.
- Oversee the ongoing development and improvement of major systems and processes including the Engineering Standards, SPARQ, ElectraNet and contractor SQE systems and project portfolio management processes.
- Supporting the Business Development team with developing and proposing telecommunications bids to commercial customers, including consulting to potential clients, assisting in proposal development, and tender responses.
- Build and maintain effective working relationships with all project stakeholders including customers, design/construction contractors, ElectraNet project staff, plant and equipment suppliers, specialist consultancies, community interest groups and government / regulatory bodies.
- Manage service provider partnerships through support of organisational objectives, adherence to defined support service levels and leveraging these capabilities as appropriate to deliver exceptional value.
- Ensure that the team is adequately resourced (capacity and skills) to support Capital and Operating plans, developing and enhancing the skills of the team to excel in a commercial environment.
- Notify relevant Executives of any significant matters and/or incidents as they arise.

Behavioural

- Build and maintain strong working relationships with and between internal and external stakeholders, delivering a high level of customer service.
- Create and develop a respectful workplace environment that values cultural diversity, innovation, open discussion and cross functional collaboration to help drive high performance.
- Lead by example; role model desired behaviour and priorities, demonstrate personal accountability for self-development and for achieving quality and timely result.
- Lead the continual evolution of a constructive workplace culture; inspire, motivate and coach people to operate in a high-capability, high-performing and agile environment.
- Demonstrate behaviour that is consistent with ElectraNet's values, Code of Conduct and Acceptable Use of Technology Resources Policy while performing the role in a professional and ethical manner.
- Promote safe work practises that support the safety of all workers and the security of ElectraNet's assets, proactively reporting safety incidents, near misses and security threats.

Significant Working Relationships

- Chief Executive
- Executives and Managers of functions

- ElectraNet Leaders and Employees
- External Stakeholder groups including Maintenance Service Providers and Engineering Consultants
- SA Power Networks (SAPN)
- Australian Energy Market Operator (AEMO)
- Essential Services Commission of SA (ESCOSA)

Equipment & Technology Used

- Microsoft Office

Selection Criteria

Knowledge & Experience

Essential

- Extensive knowledge and experience in working as a strategic leader and/or leadership of a relevant discipline at a senior level in a corporate environment (as a guide approximately 10+ years).
- Demonstrated experience in genuinely adding value to the business by providing strategic and operational direction of all telecommunications services and infrastructure.
- Experience in leading and building a high-performance culture utilising change management principle.
- Extensive knowledge and experience in telecommunications, National Electricity Rules and The Security of Critical Infrastructure Act 2018 and subsequent amendments.
- Excellent interpersonal skills with the ability to build collaborative and productive relationships with diverse internal and external stakeholder groups.
- Strong financial acumen with the ability to see the financial effects and relationships of various aspects of the business.
- Demonstrated leadership to inspire, motivate, mentor and develop employees to be engaged, accountable and achieve best-practice in their respective disciplines.
- Highly developed written and oral communication skills, including demonstrated negotiation and conflict resolution skills.
- Demonstrated ability to act decisively and initiate urgent action to overcome difficult problems.
- A clear thinker, with sound knowledge and experience in people management and the ability to constructively challenge the status quo.
- Flexible approach to working hours and after-hours commitments.

Desirable

- Minimum 10+ years' experience, in Discipline related role
- Post graduate management or business-related qualifications (desirable)
- Electricity Industry background an advantage

Qualifications

- Tertiary qualification in technical or management field or equivalent experience (essential).

Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.