

Position details

Title of Position:	Process Excellence Lead
Reports to (position title):	Head of Business Improvement
Division:	Capability
Function:	Business Improvement
Number of Direct Reports:	Nil
Grade:	6

Health, Safety & Wellbeing

ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

Position Overview

The Process Excellence Lead plays a key role in strengthening ElectraNet's enterprise performance by embedding disciplined, customer-centric process improvement practices across the organisation.

Reporting to the Head of Business Improvement, the role partners with leaders, initiative owners and cross-functional teams to translate business needs into clear insights and practical solutions. The role applies lean thinking, structured problem-solving and data-driven analysis to map end-to-end processes, identify inefficiencies and enable smarter, more sustainable ways of working. Through coaching, facilitation and collaborative design, the Process Excellence Lead supports teams to simplify operations, enhance customer experience and deliver measurable commercial and operational outcomes.

The role delivers value through the creation of clear and actionable journey maps and service blueprints that support alignment and informed decision-making. It leads the design of simplified and efficient processes that improve both customer and employee experiences, and drives measurable operational improvements tied to business outcomes. Central to the role is the development of strong, trust-based relationships with stakeholders, ensuring insights translate into meaningful change and lasting impact.

Key Responsibilities**People Leadership**

- Work in partnership with the business to understand goals, challenges, and opportunities

- Lead journey and service blueprint mapping initiatives to document current-state and future-state customer and employee experiences

Operational & Technical

- Identify pain points, inefficiencies, and handoff gaps across end-to-end processes
- Apply lean operations principles (e.g., waste reduction, flow optimisation, continuous improvement) to improve efficiency and quality
- Translate business requirements into clear documentation, including process / journey maps, service blueprints, requirements, user stories, and impact assessments
- Analyse qualitative and quantitative data to support recommendations and track performance improvements

Contributing to stakeholder engagement:

- Facilitate workshops and working sessions with stakeholders to align on priorities and solutions
- Support change initiatives by helping teams understand new processes and ways of working
- Collaborate across the business to ensure solutions meet business and customer needs

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.
- 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

- Process owners
- Managers
- SMEs across all Divisions
- People Team
- Technology Team
- Continuous Performance Coaches

Equipment & Technology Used

- Visio, Miro, etc.
- SAP Signavio
- MS Office 365 suite
- Azure Dev Ops (ADO)

Selection Criteria

Knowledge & Experience

Essential

- Proven experience in Process Excellence, Business Analysis, Service Design or similar roles
- Demonstrated strong capability in journey mapping, service design, or experience design methodologies
- Hands-on experience applying lean operations, continuous improvement, or operational excellence frameworks
- Demonstrated experience in value stream mapping
- Excellent analytical and problem-solving skills
- Ability to clearly communicate insights to both technical and non-technical audiences
- Demonstrated patience, resilience, and an ability to build relationships with key stakeholders
- Experience documenting processes and requirements using industry-standard tools and techniques
- Strong facilitation and stakeholder management skills
- Enthusiasm, relentless optimism, and determination

Desirable

- Experience with design thinking
- Experience with SAP Signavio
- Communication skills using visual mediums (e.g. PowerPoint)
- Flexible approach to working hours and after-hours commitments
- Electricity Industry background an advantage but not essential

Preferred Qualifications

- Experience with Agile, Lean, Six Sigma, Human Centred Design or similar methodologies (certification a plus)
- Experience with customer experience (CX) or service design practices
- Experience working in agile or hybrid delivery environments
- Background in operational transformation or process re-engineering initiatives

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.