

Position details

Title of Position:	Manager Network Outages & Access
Reports to (position title):	Head of Network Operations
Division:	Network
Function:	Network Switching and Outage Planning & Access
Number of Direct Reports:	5-10
Budget	\$2m
Grade:	Not Applicable

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 Manager Network Outages & Access is accountable for leading ElectraNet's integrated network outage planning and switching coordination, Asset Access and Switching functions. The role is accountable for planned network outage activities in accordance with ElectraNet's Switching Manual and in a manner that balances network security, customer and market impacts, maintenance and project delivery requirements, workforce constraints and regulatory obligations. The role reports to the Head of Network Operations and provides trusted advice and is involved in relevant leadership forums on outage portfolio risks, switching sheet quality, access governance, resource constraints and emerging operational issues.

The Manager Network Outages & Access remains accountable for the overall quality, integration, resourcing, escalation and delivery of the function. The role leads the people, priorities, governance and performance of the outage planning and switching sheet functions

The Access and Switching Advisor role reports to this role for day-to-day people leadership, prioritisation, performance, resourcing and delivery. Because Asset Access and Switching frameworks form part of the broader Network Operations governance model, technical and escalation matters may also be referred or reported directly to the Head of Network Operations through approved governance, assurance and escalation pathways. This hybrid technical reporting arrangement does not alter the manager's accountability for effective coordination, implementation and performance of the role.

Success in the role is demonstrated through safe executable and compliant outage plans, effective switching and access governance, strong leadership, timely resolution and escalation of operational risk, constructive stakeholder relationships, reliable reporting and continuous improvement across the end-to-end management of the outage planning, asset access and switching disciplines.

Key Responsibilities

Strategic Leadership

- Actively contribute to the divisional leadership initiatives and strategy.
- Serve as a strategic partner and trusted advisor to the divisional leadership and 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 to 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.
- Proactively manage budgets to ensure activities and investments meet the organisations financial objectives.
- Provide leadership and support to identify and contribute to managing opportunities and threats that impact on business strategy and growth objectives, including through active engagement with the Divisional Leadership Team and cross divisional efforts as appropriate.
- 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 outage functions.
- Embrace change and lead teams through the change management process, to ensure its success.
- Undertake effective resource planning activities as part of the Annual Resource Planning Cycle and deploy resources in a commercially effective manner through the development of a clear roadmap and operational plan for key initiatives and deliverables across Network.
- 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

- Set meaningful performance and development goals and behavioural expectations, linked to business objectives.
- Lead the team to achieve its objectives by providing clear direction, establishing a strong service delivery culture, setting challenging and meaningful target and behavioural expectations, actively managing performance and empowering team members to succeed.
- Provide regular coaching and feedback to enable team members to achieve desired performance results and reach their full potential.
- Increase and consolidate capability and accountability within the function to drive a high-performance culture.
- 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.

Operational & Technical Leadership

- Manage the development, review, maintenance and implementation of the operational plans, policies, procedures and frameworks that govern the network outage planning function.
- Ensure the development, monitoring, analysis and reporting of relevant network outage performance metrics to provide actionable insights that drive performance and continuous improvement.
- Own the ongoing development and operational management of the Outage Management Advanced Planning System (OMAPS)
- Maintain oversight and assurance of the team's preparation of System Switching Requests (SSRs), ensuring accuracy, consistency, standardisation and compliance with the ElectraNet Switching Manual and customer requirements.
- Drive and implement outage management business improvements to minimise outage impacts.
- Lead long-term network outage planning, influencing capex and maintenance works programs to optimise outage outcomes and maximise business value.
- Develop guidelines to support the outage planning function.
- Manage and coordinate outages and transmission network access details, providing preliminary security assessments and initial permission to process for transmission network outages
- Lead stakeholder engagement across regulators, customers, project and maintenance teams, and contractors to achieve effective outage outcomes.
- Ensure information in ElectraNet and AEMO outage is accurate, consistent, and maintained in a timely manner, the function of which is conducted by the outage team
- Ensure outages proceed in a cost effective, timely and efficient manner.
- Analyse and evaluate strategies to minimise market, customer, and business impacts.
- Manage business risks associated with planned outages (safety, commercial, reputation).
- Ensure effective coordination of outage and work activities across maintenance and project works.
- Notify relevant Executives and Head Of's of any significant matters and/or incidents as they arise.

Asset Access and Switching Governance

- Provide people leadership, prioritisation, resourcing and performance oversight for the Access and Switching Advisor function.
- Retain direct managerial accountability for the Access and Switching Advisor's objectives, workload, wellbeing, development, performance and delivery commitments.
- Agree annual priorities and deliverables for the Access and Switching Advisor with the Head of Network Operations where those priorities relate to enterprise Asset Access and Switching governance.
- Ensure the Asset Access and High Voltage Switching Manuals, associated governance frameworks, accreditation and licensing arrangements, training assurance processes and supporting systems are effectively governed, maintained and continuously improved. Noting that this function is carried out in consultation and approval of Head of Network Operations who is the owner of ElectraNet's Switching and Asset Access Manuals.
- Ensure Category 3 internal licensing frameworks, competency pathways and related authorisation arrangements are supported by clear controls, evidence and escalation processes.

- Ensure material non-conformance, systemic risk, significant manual interpretation issues and proposed changes to approved requirements are escalated to the Head of Network Operations and relevant governance forums.
- Ensure the Access and Switching Advisor can provide direct technical reporting, assurance findings and specialist advice to the Head of Network Operations where required by an approved governance process or where independence of advice is necessary.
- Lead engagement with contractors, Registered Training Organisations, operational personnel, governance committees and industry stakeholders to support consistent Asset Access and Switching outcomes.

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

- Executives and Managers of functions
- ElectraNet Leaders and Employees
- External Stakeholder groups including customers, contractors and Project Managers
- SA Power Networks (SAPN)

Equipment & Technology Used

- MS Office
- Grazer, SAP, SWOBS
- Energy Management System

Selection Criteria

Knowledge & Experience

Essential

- Demonstrated experience in genuinely adding value to the business by providing strategic and operational advice in network outage coordination and planning
- Experience in leading and building a high-performance culture utilising change management principle
- Extensive knowledge and experience in electrical switching and hand on experience with maintenance or project related activities.
- Detailed knowledge of operation and control of high-voltage power systems

- Significant experience in electrical power system equipment, its operation and control, including HR switching experience (as a guide approximately 5+ years)
- Detailed understanding of relevant legislation rules and codes governing the business and industry (NER, SA Electricity Transmission Code, ESCOSA Wind Farm Licencing Requirements etc)
- 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.

Desirable

- Flexible approach to working hours and after-hours commitments
- Electricity Industry background an advantage
- Post graduate management or business-related qualifications (desirable).

Qualifications

- Tertiary degree in a relevant 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.