

## JOB DESCRIPTION

Position Title:	Network Controller
Location:	John Butler Centre, Kerikeri
Reports To:	Control Centre Team Leader
Direct Reports:	Nil
Financial Responsibility:	As per delegated authority
External Relationships:	Transpower Civil Defence Customers

### PURPOSE

To be part of a team responsible for the safe operation of the Top Energy Network and the maintenance of the associated systems and records required to run the Network safely and efficiently, taking into account our commercial responsibilities.

### OBJECTIVES

These are the overall objectives (high level) for the position – they should feed into the divisional / organisational objectives

Number	Description	Weighting
1.	Assist in supporting a Safety Culture at Top Energy through ensuring all those who utilise the services of the Network Control Centre meet compliance objectives and through the proactive monitoring, leading by example and mitigating of safety risks	50%
2.	Participate within the capacity of own role to ensure Top Energy network reliability is maintained to maximum level	50%

### DUTIES

These are the day-to-day tasks that make up the individual's role

Area	Activities
Network Operations	<ul style="list-style-type: none"> <li>Participation in a 24 hour 7 day a week shift roster, this may include 12-hour manned Control Centre operations</li> <li>Operation of Top Energy Networks Advanced Distribution Management System (ADMS)</li> <li>Providing operational control of the Network during the process of fault restoration <ul style="list-style-type: none"> <li>Respond to fault situations promptly and in a cost-effective manner</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Liaise with Contractor fault coordinators or other contractors to coordinate resources as necessary to restore supply in the event of faults or emergencies.</li> <li>• Providing switching application processing and approval services to Approved Contractors.</li> <li>• <i>Participate in project delivery and outage scheduling planning to ensure smooth progress of projects and outages from conception to delivery</i></li> <li>• Providing an interface between our customers and our company's service delivery divisions <ul style="list-style-type: none"> <li>▪ Handle requests and enquiries from the public and other staff in a courteous and helpful manner</li> <li>▪ Communicate and mediate the sometimes, conflicting requirements of the network, consumers, energy retailers and field staff clearly and effectively</li> <li>▪ Schedule and configure network outages to minimise the disruption to customers and to allow a smooth workflow both inside and outside the Control Centre.</li> </ul> </li> <li>• Monitoring and application of company and industry safety and operational standards on a daily basis <ul style="list-style-type: none"> <li>▪ Follow and enforce safe operating procedures at all times to ensure the safety of our staff and the public</li> </ul> </li> <li>• Assist in the revision and development of new procedures and instructions as required</li> </ul>
<i>Other Duties</i>	Carry out any other duties and responsibilities as may be requested from time to time which are generally consistent with the objectives of the position

## EXPECTED OUTCOMES

Monitored bi-annually through the Performance Development (PDP) Process

## ADDITIONAL RESPONSIBILITIES

Asset Management	Level 5 of the Responsibility Matrix
Health and Safety	Level 5 of the Responsibility Matrix
Risk Management	Level 5 of the Responsibility Matrix

## QUALIFICATIONS AND EXPERIENCE

### Knowledge, Skills and Abilities:

Education	Essential	Preferred	Experience	Essential	Preferred
NZCE		X	Minimum of three years' experience in an operational role in the electrical industry.	X	
Hold or have held an electrical Practicing Licence or equivalent qualification		X	Skills with Microsoft office (Word, Excel, Access, and Power Point)		X
			Operational experience in a distribution network Control		X

			Centre, or other relevant industry experience		
--	--	--	---	--	--

## **Personal Attributes:**

### **Accountability**

- Holds self and others accountable for required work output and standards
- Ensures that effective controls and contingency plans are in place
- Projects/tasks within area of own accountability are completed on time and within budget

### **Accuracy**

- Works with a high level of precision and attention to detail
- Performs duties with exactness and holds self to rigorous standards
- Is careful to double-check work and avoid errors and mistakes

### **Communication**

- Expresses views in a fluent, clear, logical manner which captures interest and gains support
- Speaks with enthusiasm, authority and conviction
- Is an effective listener
- Shows tact and diplomacy in dealing with others
- Effectively adapts own communication style to suit different audiences
- Delivers information effectively in a variety of written formats including reports, letters, memos, emails etc.

### **Customer Service**

- Builds effective customer rapport and treats them as business partners
- Treat internal customers with the same level respect and service as external customers
- Actively seeks and listens to customers' needs, suggestions and feedback
- Takes a genuine interest in customers and shows energy and enthusiasm in satisfying their needs
- Consistently meets, and at every opportunity, exceeds, customer expectations
- Seeks to over-deliver rather than over-promise
- Excels at providing excellent customer support and follow-up
- Is committed to continuous improvement of customer service
- Responds to customer queries and complaints promptly and effectively
- Readily readjusts priorities to respond to pressing and changing customer demands
- Expeditiously escalates those issues and problems which cannot be resolved to higher levels of authority
- Balances customer requests with organisation interests

### **Judgment**

- Has a good sense of judgment
- Has good intuition
- Avoids snap judgements and rash decision-making
- Thinks before speaking mind or taking action
- Draws logical conclusions

**Teamwork**

- Is committed to the team and its goals
- Works well in a team setting
- Develops and maintains productive working relationships within the team
- Maintains a friendly and pleasant demeanour and is viewed by others as approachable
- Actively involves self in team activities and contributes positively towards team spirit and morale
- Respects confidentiality of team members

*At Top Energy's discretion, this Job Description may be amended in consultation with the position holder*

Manager's Signature	Position Holder's Signature
Manager's Name (please print)	Position Holder's Name (please print)
Date	Date

## Responsibility Matrix

### Asset Management

Level	Level Title	Job Title	Responsibility
1	Business Leader	CEO	<ul style="list-style-type: none"> <li>• Able to direct the work of others in all roles, particularly in policy development, analysis of strategic requirements, asset management capability development, risk management and performance improvement.</li> <li>• Proactive in shaping the Asset Management culture and championing Asset Management principles and best practice</li> <li>• Must have sufficient understanding of Asset Management principles and practice to evaluate the quality of the work being done.</li> </ul>
2	Head of Division	Divisional GM	<ul style="list-style-type: none"> <li>• Able to direct others in asset management planning, the implementation of asset management plans, risk management and performance improvement and asset information management.</li> <li>• Able to guide and show others how to undertake the full range of asset management activities.</li> <li>• Able to undertake independently the analysis and development of asset policies and the investigation of incidents and communication of lessons learned.</li> <li>• Able to lead and evaluate compliance reviews and audits.</li> <li>• Contributes to the specification, selection and integration of asset management information systems.</li> </ul>
3	3 <sup>rd</sup> Tier Management	Managers (Report to GM)	<ul style="list-style-type: none"> <li>• Able to independently undertake activities in asset management planning, the implementation of asset management plans, risk management and performance improvement and asset information management.</li> <li>• Able to contribute to policy development, strategy development, asset management capability development, risk management and performance improvement in the area of asset management for the business</li> </ul>
4	4 <sup>th</sup> Tier Management	Supervisor / Foreman (Report to a Manager)	<ul style="list-style-type: none"> <li>• Able to guide and show team members how to undertake implementation of asset management plans, asset management capability development, monitoring and reviewing progress and performance and asset information management as it pertains to their area of the business</li> <li>• Able to undertake asset management planning, asset management capability development, risk management and performance improvement as it relates to their area of the business</li> <li>• Contribute to asset information management as it pertains to their area of the business</li> </ul>
5	General	All other staff	<ul style="list-style-type: none"> <li>• Understands the contribution each role makes to the achievement of the asset management strategy and objectives</li> <li>• Understands the interdependencies between asset management roles</li> <li>• Undertake activities involved in the implementation of asset management plans and risk management and performance improvement as directed by manager as it pertains to their area of the business</li> </ul>

## Risk Management

Level	Level Title	Job Title	Responsibility
1	Business Leader	CEO	<ul style="list-style-type: none"> <li>• Conveys Boards of Directors' risk appetite levels</li> <li>• Directs the work of others in all roles in relation to risk and regulatory issues</li> <li>• As a member of the Executive Management Team, formulates Risk Management policy</li> <li>• Sets business level goals, policies and objectives for risk management and reports to Boards of Directors</li> <li>• Deploys plans to achieve the business level goals</li> <li>• Proactive in shaping the risk management culture and champions risk management principles and best practice</li> <li>• Sets business level policies for System and Information Security</li> </ul>
2	Head of Division	Divisional GM	<ul style="list-style-type: none"> <li>• As a member of the Executive management Team, formulates Risk Management policy</li> <li>• Sets divisional level guidelines and objectives for risk management and reports to the CEO on performance regarding risk management objectives</li> <li>• Deploys plans to achieve the divisional level objectives</li> <li>• Directs the work of the division in relation to risk management within appetite across the division</li> <li>• Champions risk management principles and best practices; guides, empowers and supports direct reports in all aspects of company policy adherence in relation to risk management framework and regulatory compliance where relevant</li> <li>• Sets divisional level requirements to comply with the System and Information Policies and ensure the Information Security Management System is understood and adhered to</li> </ul>
3	3 <sup>rd</sup> Tier Management	Managers (Report to GM)	<ul style="list-style-type: none"> <li>• Guides, empowers and supports direct reports in all aspects of company policy and appetite adherence in relation to risk management and regulatory compliance where relevant</li> <li>• Sets functional level objectives for risk management and reports to the Divisional GM</li> <li>• Deploys plans to achieve the functional level objectives</li> <li>• Leads by example in adherence to best practice in risk management at all times</li> <li>• Assists other Managers in identifying, evaluating and responding to strategic, business and operational risks</li> <li>• Champions risk management principles and best practices</li> <li>• Incorporates the Information Security Management System, policies and standards into all activities to reduce risk and improve controls. Ensures direct reports understand and adhere to their responsibilities.</li> </ul>
4	4 <sup>th</sup> Tier Management	Supervisor / Foreman	<ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in risk management at all times</li> </ul>

		(Report to a Manager)	<ul style="list-style-type: none"> <li>• Actively and openly discusses risk management with work team on a regular basis</li> <li>• Assists other Supervisors in identifying, evaluating and responding to strategic, business and operational risks</li> <li>• Champions risk management principles and best practices</li> <li>• Incorporates the Information Security Management System, policies and standards into all activities to reduce risk and improve controls. Ensures direct reports understand and adhere to their responsibilities.</li> </ul>
5	General	All other staff	<ul style="list-style-type: none"> <li>• Takes responsibility for risk management as it relates to own work activities within the company</li> <li>• Assists the General Manager Finance and the reporting manager to continually improve those parts of the Risk Register that relate to own role</li> <li>• Ensure all activities comply with the requirements of the Information Security Management System, policies and standards.</li> </ul>

## Health and Safety

Effective functioning of the safety management system depends on the commitment by all staff – from the CEO to frontline workers – to performing their duties and responsibilities so far as is reasonably practicable.

Level	Level Title	Job Title	Responsibility
1	Business Leader	CEO	<ul style="list-style-type: none"> <li>• Conveys Boards of Directors' health and safety risk tolerance levels</li> <li>• Directs the work of others in all roles in relation to health and safety</li> <li>• As a member of the Executive Management Team, formulates Health and safety risk management policy</li> <li>• Sets business level goals and policies for health and safety and reports to Boards of Directors</li> <li>• Deploys plans to achieve the business level goals</li> <li>• Proactive in shaping health and safety culture and champions health and safety principles and best practice</li> </ul>
2	Head of Division	Divisional GM	<ul style="list-style-type: none"> <li>• As a member of the Executive Management Team, formulates health and safety risk management policy</li> <li>• Directs the work of the division in relation to health and safety across the division</li> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company policy adherence</li> <li>• Sets divisional level guidelines/ policies and objectives for health and safety and reports to the CEO</li> <li>• Deploys plans to achieve the divisional level objectives</li> <li>• Proactive in shaping health and safety culture within the division and champions health and safety principles and best practice</li> </ul>
3	3 <sup>rd</sup> Tier Management	Managers (Report to GM)	<ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in at all times</li> </ul>

			<ul style="list-style-type: none"> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company process adherence</li> <li>• Champions risk management principles and best practices; guides, empowers and supports direct reports in all aspects of company policy adherence in relation to safety risk management framework and regulatory compliance where relevant</li> <li>• Sets functional level objectives for health and safety and reports to the Divisional GM</li> <li>• Deploys plans to achieve the functional level objectives</li> <li>• Ensures staff assigned to work have current certification, training, knowledge, experience and confidence to conduct said work</li> <li>• Leads by example in adherence to best practice in health and safety at all times</li> <li>• Actively and openly discusses health and safety with operational group and contractors on a regular basis</li> </ul>
4	4 <sup>th</sup> Tier Management	Supervisor / Foreman (Report to a Manager)	<ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in health and safety at all times</li> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company process adherence</li> <li>• Actively and openly discusses health and safety with work team, including contractors, on a regular basis</li> <li>• Ensures staff assigned to work have current certification, training, knowledge, experience and confidence to conduct said work</li> <li>• Follows procedures so far as is reasonably practicable and reports accidents / incidents as and when they occur</li> </ul>
5	General	All other staff	<ul style="list-style-type: none"> <li>• So far as is reasonably practicable, takes responsibility for own health and safety at all times</li> <li>• Actively and openly discusses and contributes to health and safety improvements</li> <li>• Follows procedures so far as is reasonably practicable and reports accidents / incidents as and when they occur</li> <li>• Advises direct supervisor if lacking current certification, training, knowledge, experience or confidence before conducting assigned work</li> </ul>