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| **Position Title:**  | Network Access Coordinator |
| **Reports To:**  | Field Team Manager (Substations & Lighting) |
| **Direct Reports:**  | No direct reports |
| **Key Relationships:** | Field Team Manager, Canterbury Regional Team, Network Owners, Local Body Authorities, Other Customers |
| **Primary Location:**  | Christchurch |
| **Status:**  | Full time |
| **Version Date:**  | December 2022 |

# **1.0 Our Organisational Profile**

Connetics is a multi-disciplined, multi-regional electrical distribution construction, and maintenance business. We maintain and develop electrical and utilities infrastructure assets for power networks, councils and private entities operating in a highly competitive contracting market. Connetics is a wholly owned subsidiary of Orion NZ Ltd (a Christchurch City Holdings Limited company) which operates within an Orion group ecosystem as the electricity distribution services unit, with an Integrated Leadership Team representing the wider Group context.

Connetics has a current turnover of approximately $100 million, employing approximately 400 people across branches in Wellington, Central Otago, Westport, Paraparaumu as well as our head office and depots in Christchurch.

# **2.0 Our Strategic Context**

Our Orion Group Purpose of **Powering a cleaner and brighter future** captures the contribution we want to make to the wellbeing and prosperity of our communities. Recognising we are in the midst of radical disruption in the energy sector and due to the climate change crisis, we challenged ourselves to consider how we need to adapt, remain relevant and proactively harness opportunities in the fast-evolving energy landscape. We developed our new Group Strategy to respond to the challenges facing our industry and New Zealand, and to position the Orion Group for a new, purpose-led future.

As Orion’s contracting subsidiary, Connetics’ core business is the design, construction and maintenance of overhead and underground power lines and associated equipment. Specialists in electrical distribution, we support Orion with the design and build expertise to maintain and develop their network. We also provide these services to other electricity distribution businesses around New Zealand and are focused on innovating, designing and delivering energy products and services for our customers. Our Purpose ***Delivering energy solutions that enable others to power a cleaner and brighter future for Aotearoa*** encapsulates our role within the Orion Group Strategy.

**Connetics’ strategic focus areas:**

**Growth:** To focus on growth through new customers or new products and services to current customers

**Optimisation:** To deliver smart and efficient processes to make us faster and improve our Operating Model

**Digital:** Deliver the digital services to our stakeholders (customers/employees) that they need to be successful

**Culture:** Deliver an engaged, welcoming, supportive, inclusive high-performance culture

# **3.0 Your Position Purpose**

Work collaboratively with the PMO and Field teams to generate network system releases to support project management and where appropriate reactive and minor works completion, supporting a quality end to end customer experience.

**4.0 Key Accountabilities**

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| **Technical Requirements** | Ensure HV / LV operating orders and network releases are generated in a timely way to enable scheduled works to progress i.e. gather network system plans, analyse and plan how to achieve release of customer network and submit requests.Key tasks:* Review tender documents for operating requirements.
* Generate HV / LV operating orders and network releases.
* Ensure appropriate network documentation is forwarded to customers and staff in a timely manner.
* Liaise with customer to ensure disruption to their network is minimised.
* Ensure customers are notified of shutdowns.
* Feedback to Supervisors and PMO team to coordinate successful completion of works.
* Provide support for service installation design work
* Provide technical expertise / training to the network access coordinators and across wider team.
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| **Financial Management and Reporting** | * Provide regular reporting, to the Manager on status of all work along with relevant key indicators.
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| **Business Planning** | * Contribute to the Canterbury Team’s annual Business Plan.
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| **Financial & Time Management** | * Provide regular reporting, to the Field Team Manager on status of all work along with relevant key indicators.
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| Health & Safety | * Model the expected Health, Safety and Environment behaviours for Connetics.
* Ensure compliance with Health and Safety legislation at all times for self and your team.
* Proactively identify and eliminate hazards and contribute to the work environment to ensure safety measures are in place, compliant and operational.
* Keep yourself safe and follow all processes in the Connetics H&S system, providing feedback on any improvements that can be made.
* Support Connetics to provide an emergency response in emergencies and adverse events including weather events. In most situations this will be normal work but may include secondment to different teams and/or different tasks and potentially different locations suited to the individual’s ability and circumstances to enable the provision of comprehensive support to customers and communities.
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| Compliance  | * Ensure all technical equipment is compliant and replaced when required
* Complete all documentation to compliance standards
* Follow correct specifications and work and safety procedures
* Ensure all job documentation is completed
* Comply with all Connetics and Government legislative policies, procedures, regulations and Acts at all times including when travelling outside the region for the purpose of conducting or completing work
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| **Continuous improvement** | * Identify critical business practices and processes that would benefit from improvement and advise these to the Manager.
* Proactively support business improvement initiatives and work collaboratively with the High-Performance business unit in regard to business improvement.
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| Emergency Response in Adverse Events | * Support Connetics to provide an emergency response in emergencies and adverse events including weather events.  In most situations this will be normal work but may include secondment to different teams and / or different tasks and potentially different locations suited to the individual’s ability and circumstances to enable the provision of comprehensive support to customers and communities.
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| **Team Work and Support** | * Demonstrate collaborative and inclusive personal leadership, leading as a host and empowering others to perform by providing advice, support and assistance as needed.
* Role model expected behaviours and lead by example, proactively championing our values, mission and company/business unit initiatives
* Be seen as a positive role model for the Field Team at Connetics, acting with professionalism and other expectations
* Always act for the good of Connetics and in full support of the Connetics goals.
* Foster and develop effective relationships with team members and all other internal and external customers.
* Foster and support a learning environment within the immediate team and wider Connetics team by:
* sharing technical knowledge and expertise;
* providing training to staff as required;
* sharing relevant customer knowledge to enhance customer service
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**5.0 Your Qualification and Experience**

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| **Qualifications / Experience**  | **Essential** | **Desirable** |
| Electrical qualifications (electrical) or equivalent | **✓** |  |
| 5+ years’ experience in an electrical trade with strong understanding of network release procedures |  |  |
| Electrical Supply industry knowledge | **✓** |  |
| Network competencies | **✓** |  |
| Experience liaising with customers | **✓** |  |
| Experience with planning and problem solving | **✓** |  |
| Current and valid driver’s licence | **✓** |  |

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