

## Position Description

- Title:** Overhead Supervisor
- Reporting to:** Field Services Manager
- Direct Reports:** Overhead staff (Line Mechanics, Network Asset Inspectors, Plant Operators)

### PURPOSE OF POSITION

The Overhead Supervisor reports to the Field Services Manager and is a member of the Field Services team of MainPower New Zealand Limited (the Company).

The Overhead Supervisor has responsibility for the day to day supervision and direction of the overhead team and ensures that all systems and processes enable efficient delivery of Project and Routine services to both internal and external customers. The role will:

- promote high standards of customer service, quality and ensure the most appropriate resources are applied across Overhead team.
- provide technical expertise, ensure process is followed to ensure safe outcomes from all work and protection of the environment.
- Work collaboratively with the Service Delivery team to agree on methodology and job resourcing requirements.

The Overhead Supervisor coaches and mentors their team to safely achieve targets, provide the business and customers with quality service, and to meet appropriate levels of productivity.

### POSITION VALUES

The role of Overhead Supervisor is critical for ensuring that MainPower service is delivered safely and efficiently, and in a manner that provides a positive customer experience. It is expected that the Overhead Supervisor maintains a high level of professionalism and integrity, displays a positive attitude and team focus, and is enquiring and articulate while ensuring the values of the Company are upheld at all times.

### KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- Field Services Manager
- Overhead staff
- Project Managers and Service Delivery staff
- Key Network staff
- External contractors and suppliers

ACCOUNTABILITIES	RESPONSIBILITIES AND PERFORMANCE MEASURE
<p><b>Leadership</b> Provide support to the Field Services Manager by effectively leading and managing the Overhead function and team</p>	<ul style="list-style-type: none"> <li>• Ensure the Overhead team is fully staffed and competent through recruitment and retention.</li> <li>• Lead your team to deliver the highest quality possible in all aspects.</li> <li>• To openly encourage every member of your team to have role clarity, to be motivated and to receive a good level of job satisfaction.</li> <li>• Champion change and lead a constructive workplace culture within the Overhead team and the wider business.</li> <li>• Monitor and manage staff performance through good HR practices and Company processes; provide coaching and support to achieve team KPIs and goals.</li> <li>• Provide ongoing personal development opportunities for Overhead staff, to ensure that all staff are given the opportunity to develop a range of skills, suitable for their position.</li> <li>• Ensure all members of the Overhead team are regularly and appropriately communicated with, so that they understand the importance of their roles, the function and the strategic direction of the business and are kept informed of all relevant matters and events.</li> </ul>
<p><b>Overhead Supervision</b> Apply processes, methods, knowledge and skills to satisfy customer needs</p>	<ul style="list-style-type: none"> <li>• Maintain current industry knowledge of overhead service work procedures and practices and implement change where required.</li> <li>• Champion the development of systems that enable the Overhead team to succeed.</li> <li>• Evaluate technical performance of staff and projects on a regular basis and address any issues arising.</li> <li>• Provide guidance to Overhead staff on more complicated assignments, including seeking support from technical experts where required.</li> <li>• On a rotational basis provide support though carrying out work site visits and work with crews to understand any field issues or findings.</li> <li>• Undertake and actively encourage participation at regular foreman meetings to discuss any job issues or methods.</li> <li>• Work with the project and scheduling teams to ensure that appropriate resources, including staff, plant and equipment, traffic management and materials are available for all jobs.</li> <li>• Actively manage staff timesheet claims and ensure adherence to the company fatigue policy.</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with all Operations and Network staff to achieve desired business outcomes.</li> <li>• In conjunction with the Project Managers, manage and report on the overhead aspects for projects where required to a successful completion.</li> <li>• Manage a team on an after-hours roster and provide after-hours support where required and during major outages and civil events; and liaise with relevant parties as required.</li> <li>• Ensure that all assets employed are managed correctly. This includes safe use and maintenance of all plant and equipment.</li> <li>• Follow company procedures and process to engage contractors and suppliers</li> <li>• Provide feedback and input to the post implementation review process.</li> <li>• Provide regular feedback on issues with projects to the Field Services Manager and attempt to address any foreseeable issues before they occur.</li> </ul>
<p><b>Development opportunities</b> Support opportunities for development and improvement</p>	<ul style="list-style-type: none"> <li>• Support development of strategies and risk assessment for business improvement and development.</li> <li>• Continually review feedback for meeting targets and identifying improvement and opportunities</li> <li>• Provide support to preparing tendering documents and other related contract documentation.</li> </ul>
<p><b>Customer Service</b> Focus on the customer experience and build a commitment to customer excellence</p>	<ul style="list-style-type: none"> <li>• Provide regular, quality customer communications by engaging with the customer to establish outcome and communication expectations and deliver services that meet this agreed standard.</li> <li>• Understand and work with other members of the Company to gain buy in from all areas of the business to build relationships and ensure a connected delivery approach.</li> </ul>
<p><b>Documentation</b> Supports Company practices by ensuring all administration processes and procedures are best practice and report to the Field Services Manager on all areas of responsibility as required</p>	<ul style="list-style-type: none"> <li>• Maintain a full understanding of all the Company's policies, procedures and practices.</li> <li>• Thoroughly and efficiently gather customer information, document information and interaction, and support customer needs.</li> <li>• Evaluate and identify any opportunities or areas to drive improvements that can impact both the Company and customer experience.</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete staff competency assessment documentation in accordance with company policy.</li> <li>• Ensure all policies, procedures and practices are understood and compile reports on dispatch and customer data where required.</li> <li>• Create, review, and maintain accurate records and, overhead documentation to support business activity.</li> </ul>
<p><b>Health and Safety Support</b> Provide support to the Field Services Manager to contribute towards a culture of health and safety</p>	<ul style="list-style-type: none"> <li>• Positively contribute to the Company’s health and safety culture through active support and adherence to internal policies and procedures.</li> <li>• Act as a role model for health and safety practices and policies.</li> <li>• Assist with health and safety training to ensure that all staff work to best industry practice standards and in a safe manner.</li> <li>• Complete regular work-site safety audits. Arrange for any non-conformances found during the audits to be rectified in a timely manner. Completed audit reports to be returned to the Field Services Manager.</li> </ul>
<p><b>Team Participation</b> Contribute to, and work with the Operations team and wider Company, to deliver a constructive workplace culture</p>	<ul style="list-style-type: none"> <li>• Ensure the Field Services Manager is made aware of issues and kept informed of developments relating to overhead functions.</li> <li>• Provide quality service and support to a variety of areas in the business.</li> <li>• Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required.</li> <li>• Engage with and develop positive and effective relationships with customers, staff members, suppliers and contractors.</li> <li>• Share technical knowledge and expertise; provide training for other staff as required, and customer knowledge to enhance customer service.</li> <li>• Provide support to MainPower during emergency response and adverse weather events. This support may include secondment to other areas of the business as required in order to provide support to the customer and community.</li> <li>• Undertakes any further responsibilities as reasonably requested by the Field Services Manager.</li> </ul>
<p><b>Professional Development</b> Undertake all professional development required to fulfil the</p>	<ul style="list-style-type: none"> <li>• Actively participate in all performance reviews with the Field Services Manager.</li> </ul>

Overhead Supervisor competencies and accountabilities	<ul style="list-style-type: none"> <li>In conjunction with the Field Services Manager, prepare and keep current a professional development plan.</li> </ul>
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## COMPETENCIES – ATTRIBUTES AND BEHAVIOURS

In order to be effective in the position, the Overhead Supervisor shall have and be able to consistently demonstrate the attributes and behaviours described below.

- Actively demonstrate professionalism throughout the Company and the industry and be a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Be proactive, energetic, enthusiastic and positive in all dealings with colleagues and customers.
- Have tenacity in pursuing goals, show focus in the face of opposition and ensure personal goals are aligned with the Company objectives.
- Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures.
- Demonstrate a strong understanding and commitment to the values of the Company.
- Actively work to support the goals and objectives of others in the wider business.
- Make and implement timely decisions that have broad impact across the Company.
- Display clear logic when making business decisions; consider key drivers and opportunities to benefit the Company.
- Regularly update knowledge and skill through effective training and education.
- Ability to remain calm when under pressure, think clearly and logically outside of normal business practice during weather or other network damage events.

## COMPETENCIES – SKILLS AND EXPERIENCE

In order to be effective in the position, the Overhead Supervisor shall have and be able to demonstrate the following skills and experience.

- Holds a relevant electrical trade qualification or equivalent (preferably G&B qualified)
- Extensive experience in overhead line construction techniques
- A strong understanding and knowledge of the industry with proven experience in the energy sector.
- Demonstrated leadership ability; capable of leading and managing a team.
- Ability to fairly assess staff proficiency in accordance with the principles of a competency-based assessment and contribute to a positive assessment environment.
- Competent user of electronic devices, Microsoft programmes, and the ability to quickly adapt to new technologies and systems.
- A good planner with the ability to prioritise work load.
- A professional and results orientated approach with good business and customer focus.
- Ability to take initiative combined with sound judgement
- Calm under pressure – you think on your feet.
- Commercial acumen desirable.