

Position Description

Title: Underground Supervisor

Reporting to: Field Services Manager

Direct Reports: Underground staff (Cable Jointers, Utility Workers, and Plant Operators)

PURPOSE OF POSITION

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

The Underground Supervisor has responsibility for the day-to-day supervision and direction of the underground 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 the Underground team.
- provide technical expertise, ensure process is followed to ensure safe outcomes from all work and protection of the environment

The Underground 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 Underground 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 Underground 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

- Chief Assets and Operations Officer
- Field Services Manager
- Field Services Supervisors and admin team
- Underground team
- Service Delivery team
- Key Network staff
- External contractors and suppliers

ACCOUNTABILITIES	RESPONSIBILITIES AND PERFORMANCE MEASURE
<p>Leadership Provide support to the Field Services Manager by effectively leading and managing the Underground function and team</p>	<ul style="list-style-type: none"> • Ensure the Underground team is fully staffed and competent through recruitment and retention. • Lead your team to deliver the highest quality possible in all aspects. • To openly encourage every member of your team to have role clarity, to be motivated and to receive a good level of job satisfaction. • Champion change and lead a constructive workplace culture within the Underground team and the wider business. • Monitor and manage staff performance through good HR practices and Company processes; provide coaching and support to achieve team KPIs and goals. • Provide ongoing personal development opportunities for Underground staff, to ensure that all staff are given the opportunity to develop a range of skills, suitable for their position. • Ensure all members of the Underground 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.
<p>Underground Supervision Apply processes, methods, knowledge and skills to satisfy customer needs</p>	<ul style="list-style-type: none"> • Maintain current industry knowledge of underground service work procedures and practices and implement change where required. • Champion the development of systems that enable the Underground team to succeed. • Evaluate technical performance of staff and projects on a regular basis and address any issues arising. • Provide guidance to Underground staff on more complicated assignments, including seeking support from technical experts where required. • Actively manage staff timesheet claims and ensure adherence to the company fatigue policy. • 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. • Liaise with all Field Services and Network staff to achieve desired business outcomes.

	<ul style="list-style-type: none"> • In conjunction with the Project Managers, manage the underground aspects for projects where required to a successful completion. • Ensure the team can respond to; cover after hours faults and during major outages and civil events where required. • Ensure that all assets employed are managed correctly. This includes safe use and maintenance of all plant and equipment. • Follow company procedures and process to engage contractors and suppliers • Provide feedback and input to the post implementation review process. • Provide regular feedback on issues with projects to the Field Services Manager and attempt to address any foreseeable issues before they occur.
<p>Development opportunities Support opportunities for development and improvement.</p>	<ul style="list-style-type: none"> • Support development of strategies and risk assessment for business improvement and development. • Continually review feedback for meeting targets and identifying improvement and opportunities • Provide support to preparing tendering documents and other related contract documentation.
<p>Customer Service Focus on the customer experience and build a commitment to customer excellence</p>	<ul style="list-style-type: none"> • Provide regular, quality customer communications by engaging with the customer to establish outcome and communication expectations and deliver services that meet this agreed standard. • 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.
<p>Documentation 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"> • Maintain a full understanding of all the Company's policies, procedures and practices. • Thoroughly and efficiently gather customer information, document information and interaction, and support customer needs. • Evaluate and identify any opportunities or areas to drive improvements that can impact both the Company and customer experience. • Complete staff competency assessment documentation in accordance with company policy.

	<ul style="list-style-type: none"> • Ensure all policies, procedures and practices are understood and compile reports on dispatch and customer data where required. • Create, review, and maintain accurate records and, underground documentation to support business activity.
<p>Health and Safety Support Provide support to the Field Services Manager to contribute towards a culture of health and safety</p>	<ul style="list-style-type: none"> • Positively contribute to the Company’s health and safety culture through active support and adherence to internal policies and procedures. • Act as a role model for health and safety practices and policies. • Assist with health and safety training to ensure that all staff work to best industry practice standards and in a safe manner. • 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.
<p>Team Participation Contribute to, and work with the Operations team and wider Company, to deliver a constructive workplace culture</p>	<ul style="list-style-type: none"> • Ensure the Field Services Manager is made aware of issues and kept informed of developments relating to underground functions. • Provide quality service and support to a variety of areas in the business. • Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required. • Engage with and develop positive and effective relationships with customers, staff members, suppliers and contractors. • Share technical knowledge and expertise; provide training for other staff as required, and customer knowledge to enhance customer service. • 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. • Undertakes any further responsibilities as reasonably requested by the Field Services Manager.
<p>Professional Development Undertake all professional development required to fulfil the Underground Supervisor competencies and accountabilities</p>	<ul style="list-style-type: none"> • Actively participate in all performance reviews with the Field Services Manager. • In conjunction with the Field Services Manager, prepare and keep current a professional development plan.

COMPETENCIES – ATTRIBUTES AND BEHAVIOURS

In order to be effective in the position, the Underground 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.

COMPETENCIES – SKILLS AND EXPERIENCE

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

- Holds a relevant electrical trade qualification or equivalent, and a current EWRB practicing licence
- Extensive experience in underground cable installation and jointing techniques at voltages up to and including 33kV (desirable)
- 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.

This document is not intended to be exhaustive in terms of detailing the role and responsibilities of the position but to at least to provide a 'flavour' of the requirements of the role – you may be asked to complete other duties for the betterment of the business from time to time.