



POSITION DESCRIPTION

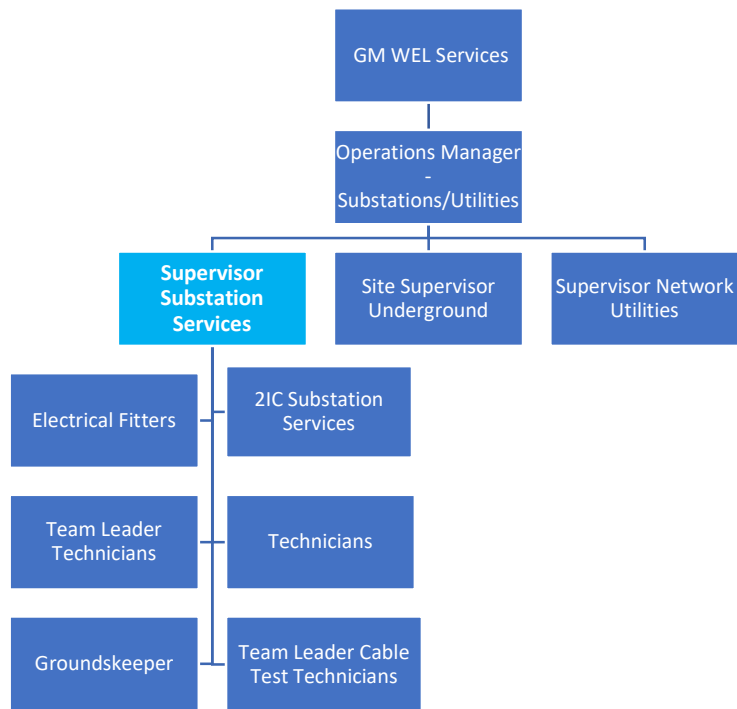


Position title:	Supervisor Substation Services		
Reports to:	Operations Manager – Substations/Utilities		
Group:	WEL Services	Unit:	Substation Services
Revision:	06/2023	Date:	17 April 2025

Purpose

To contribute to the safe, efficient and reliable operation of the WEL network by supervising project, routine and reactive work on the distribution network, with specific emphasis on substations and associated network infrastructure

Reporting Structure



Resource Accountabilities

Staff numbers	20	Operating Budget	TBC
Capital Budget	TBC	Expense Authority	As per Level 4 of DFA

Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
<p>To supervise the delivery of assigned tasks and projects from planning to commissioning</p>	<ul style="list-style-type: none"> • Have input into the scheduling and planning of jobs; including setting timeframes, prioritising workloads and calculating labour required on jobs • Carry out preliminary site visit prior to commencement of a new job to gain insight into the scope of work and any issues that may arise • Organise required materials in advance of job commencing to ensure no delays to work occur • Demonstrate strong leadership skills to encourage and motivate teams to meet set targets and objectives on a daily basis • Participate in the after-hours response roster when required • Take ownership (responsibility) of jobs and ensure crews are running efficiently to maximise productivity • Liaise with the control centre, dispatch and other operations staff, as required 	<ul style="list-style-type: none"> • H&S standards • Billability • Productivity • Budget • Quality (rework) • Reporting quality

	<ul style="list-style-type: none"> • Ensure the correct maintenance and operation of company vehicles, materials and plant • Liaise with other utilities/ authorities as required • Ensure the correct use of appropriate technology and tools e.g. diagnostic and test equipment, SCADA control, PLC's, communications • Engage (utilise) external subcontractors as required, after gaining prior approval • Ensure correct testing and commissioning of all plant and equipment 	
<p>To supervise the restoration of power supply</p>	<ul style="list-style-type: none"> • Participate in after-hours response roster • Respond to network faults in a fast and efficient manner • Liaise with the control centre, dispatch, the duty manager and other operations staff, as required • Liaise with other utilities/ authorities as required • Ensure correct fault identification and diagnostic procedures are applied. • Minimise risk of harm to self, staff, public and the environment 	<ul style="list-style-type: none"> • Network reliability targets • Compliance with all WEL policies, procedures, work method statements and standards for network access, management and operation of the network

Staff engagement	<ul style="list-style-type: none"> • Participate in daily stand up meeting with WEL Services leadership team • Conduct regular site visits • Hold regular recorded safety conversations • Carry out bi-weekly team meetings 	<ul style="list-style-type: none"> • Attendance • Recorded visits
To ensure compliance with data and formation capture requirements for assigned tasks and projects	<ul style="list-style-type: none"> • Ensure all relevant data and information is captured, including Timesheets, SAP and GIS Asbuilts 	<ul style="list-style-type: none"> • Accurate • Complete • On-time
To optimise the performance of staff	<ul style="list-style-type: none"> • Develop and maintain a competent staff complement • Manage staff performance • Develop staff capability aligned with future requirements 	<ul style="list-style-type: none"> • Staff performance indicators: <ul style="list-style-type: none"> ○ Employment relations ○ Turnover ○ Absenteeism ○ H&S ○ Productivity
To contribute to the continuous improvement of asset management	<ul style="list-style-type: none"> • While contributing to the design, planning, installation, maintenance, operation, servicing, renewal, and disposal of WEL's permanently connected Network Assets and Network Management Systems: <ul style="list-style-type: none"> ○ Participate in Asset Management activities that align to the Asset Management Policy ○ Contribute to the achievement of WEL's Asset Management Objectives (as 	<ul style="list-style-type: none"> • Active support for objectives and outcomes as detailed is evidenced • WEL demonstrates excellence in asset management through retention of ISO 55001 Asset Management Standard certification

	<p>detailed in the Strategic Asset Management Plan (SAMP))</p> <ul style="list-style-type: none"> • Support Asset Management assurance initiatives 	
To participate and contribute to projects	<ul style="list-style-type: none"> • Undertake projects for WEL when required • Undertake continuous improvement activities 	<ul style="list-style-type: none"> • Achievement of agreed project measures
Targeting “Best in Safety”	<ul style="list-style-type: none"> • Promotion of good safety management practices. • Participation in safety and wellness activities. • Being a safety leader. 	<ul style="list-style-type: none"> • WEL’s health and safety policies and procedures are adhered to at all times.
To work in and promote a ‘Best in Service’ attitude to all endeavours	<ul style="list-style-type: none"> • Engage within the business and with community / external stakeholders in a way that supports ‘Best in Service’, always. 	<ul style="list-style-type: none"> • WEL’s reputation is enhanced in the community • You are known for your excellent customer service

Person Specification

Qualifications	Essential	<ul style="list-style-type: none"> Registered Electrical qualification Electricity supply industry knowledge
	Desirable	<ul style="list-style-type: none"> Formal training or qualification in Supervision Specialist training in trade(s) supervised
Experience	Essential	<ul style="list-style-type: none"> Five years experience in substation maintenance activities Demonstrated experience in the supervision of technical and trade staff in an electricity supply industry environment Experience in using MS Excel and other MS Office packages
	Desirable	<ul style="list-style-type: none"> Supervisory experience in the electricity distribution industry Knowledge of WEL's network Experience in using computerised maintenance management systems (SAP or similar)
Role Specific Competencies	<ul style="list-style-type: none"> An "every day home safe" attitude and knowledge of: <ul style="list-style-type: none"> Industry specific safety requirements Electrical safety statutory requirements Noamps procedures Focus on quality, productivity and continuous improvement Ability to plan and lead teams in adverse environmental conditions The ability to promote effective team work in a multi-cultural environment A high customer focus and professionalism, including pride in their presentation A can do attitude and acceptance of responsibility Time management and task prioritisation skills The ability to effectively manage stress and fatigue (own and staff) Problem solving and decision making skills and know when to ask for help Good communication skills (written and oral) High level of integrity, honesty and reliability 	

	<ul style="list-style-type: none">• Capability to instruct and assist in the development of staff and trainees
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Our Purpose

Enabling our *communities to thrive*

Our Vision

To create and support an *innovative and sustainable energy future*

Best in Service

So we have the *trust of our community*



Best in Safety

Every Day - *Home Safe*



Our Values



Agile

We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.



Build the business

We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.



Care for each other, the customer and our assets

We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.



Do the right thing

We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.



Every Day - Home Safe

We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.