

Position Description



Powering a
Bright Future

Outage Coordinator

Operations

Works Management

Objectives

- Perform comprehensive validation of network outage requests to maximise service delivery and efficiency for TasNetworks.
- Ensure accurate and timely notification to all customers affected by planned outages, improving customer satisfaction and compliance with regulatory obligations.
- Liaise actively with internal and external stakeholders to ensure planned outages adhere to TasNetworks policies and industry best practices.
- You are required to comply with all relevant legislation, laws, regulations, standards, codes and TasNetworks policies and procedures.
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Role Specific Accountabilities

- Validate and analyse requests for network outages by thoroughly investigating planned outage areas, identifying affected TasNetworks assets, and confirming NMIs within the outage area.
- Coordinate and submit NAO requests to Network Operations, ensuring all relevant information is included for a seamless planned outage process.
- Review planned outage processes, ensuring they remain fit for purpose to comply with TasNetworks policies and procedures.
- Record, respond to and manage incidents in accordance with TasNetworks management system and procedures.
- Develop and maintain strategic relationships with key internal stakeholders, including Work Delivery Managers and Network Operations, to facilitate efficient outage coordination.
- Lead the communication strategy for notifying customers about planned outages, ensuring clarity, accuracy, and timeliness.
- Implement process improvements based on data analysis and stakeholder feedback to enhance outage management and customer obligation outcomes.
- Ensure compliance with safety protocols and advocate for a safety-first culture within the team.
- Contribute to strategic planning by providing insights and recommendations on outage management and network reliability.
- Provide mentorship and guidance to outage applicants, fostering a collaborative and knowledgeable team environment.
- Any other duty or task as reasonably and lawfully directed by TasNetworks.

TasNetworks and **you.**

To be successful in this role

- Electrical practitioners' qualification and/or Advanced Diploma of ESI - Power Systems or extensive and demonstrated practical expertise, knowledge and industry experience.
- Demonstrated experience in outage management and/or network operations.
- Advanced proficiency in SAP, Microsoft Office (Word, Excel), and data analysis tools.
- Exceptional written and interpersonal communication skills, with the ability to effectively convey complex information to diverse audiences.
- Ability to identify the most effective and efficient processes to achieve tasks, with a focus on continuous improvement.
- Ability to analyse data and contribute to process improvement and implementation.
- Proven ability to consistently achieve results under pressure.
- Strong safety focus and commitment to ensuring all work is compliant with safety policies, procedures and work practices.
- Strong commitment to improving customer outcomes and enhancing service delivery.
- Demonstrated performance in roles requiring effective communication and interpersonal skills, with the capability to work effectively across multiple stakeholder groups.
- Ability to demonstrate TasNetworks core behaviour – 'living our values'.

Compliance Requirements

- A satisfactory National Police Record check to confirm eligibility for the role

Reports to:

Team Leader Scheduling

Direct reports:

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Approved:

July 2024

Our behaviours **be curious** **be brave** own it

