Position Description

TasNetworks | Powering a Bright Future

Program of Works Coordinator

Operations Delivery | Customer Response

Objectives	• Ensure timely and efficient resolution of street light faults to meet TasNetworks' designated timeframes, thereby minimising disruptions and maintaining a high level of customer satisfaction. • Provide effective oversight of internal and external crews through daily scheduling, resource allocation, and compliance with safety standards—directly supporting TasNetworks' operational goals. • Drive process improvements in fault management, data accuracy, and reporting to strengthen overall organisational efficiency and deliver cost-effective solutions in line with TasNetworks' business objectives.
Role Specific Accountabilities	• Manage the day-to-day coordination of street light faults, ensuring they are attended to and closed out within TasNetworks' designated timeframes • Schedule and organise daily runs for internal crews, including arranging necessary contractor support, including traffic management. • Support scheduling of Service Connections crews, including coordination with Electrical Contractors and Meter Providers, as required. • Ensure accuracy and completeness of data, including correct capitalisation, when closing out fault work orders in SAP. • Ensure timely review and correct cost allocation of third-party damage, including labour, materials and contractor costs are accurately reflected for debt recovery. • Ensure accurate cost reallocation of Opex expenditure to correct Capex functional areas within month, for accurate budget reporting. • Closely monitor and manage schedule execution of mandatory and enterprise training programs, to ensure safety and compliance of Operations Delivery teams.

	• Oversee administration and scheduling of non-PoW activities, including fault rosters (AVA) and training, ensuring coverage and compliance with operational needs. • Administer programs such as LED bulk upgrade initiatives, tracking progress and coordinating resources as required. • Develop and maintain strong stakeholder relationships (both internal and external) to facilitate efficient fault resolution. • Generate and present reports on street light activities (e.g., fault numbers, status updates) for performance monitoring. • Identify and implement process improvements related to fault data management • Coordinate external resources for crossover pole work orders. • Handle purchase orders, invoice receipting, and associated financial processes • Close out jobs in CSDT, verifying that all tasks are completed to standard. • Any other duty or task as reasonably and lawfully directed by TasNetworks
To be successful in this role	• Demonstrate the TasNetworks values; Be Curious, Be Brave and Own It. • Strong safety focus and commitment to ensuring all work is compliant with relevant policies, procedures, and work practices. • Sound technical knowledge and ability to schedule and coordinate both internal and external field crews in a high-risk environment. • High-level skills and experience using SAP and Microsoft Office (Word, Excel, Outlook). • Demonstrated ability to analyse data and contribute to process improvements. • Adaptable to change, resilient, and able to exercise a high level of initiative to make sound judgements and decisions. • Excellent communication and interpersonal skills, with the capacity to build strong relationships at all levels, including customers and contractors. • Ability to prioritise, make independent decisions, and deal effectively with complex situations. • Able to demonstrate the capacity to perform the inherent requirements of the role.

Compliance Requirements

- Satisfactory National Police Record to check to confirm eligibility for the role.

Reports to:	Direct reports:	Approved:
Senior Works Delivery Manager	0	November 2026