



POSITION DESCRIPTION

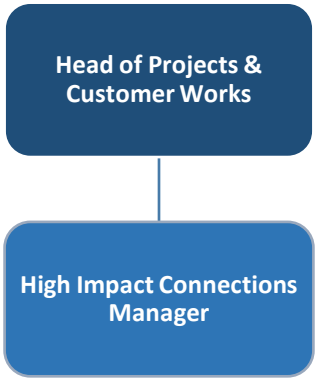
High Impact Connections Manager

Reports to:	Head of Projects & Customer Works		
Group:	Delivery	**Financial Authority:**	As per DFA
Direct Reports:	0	**Revision (m/y):**	7/2026

Purpose

The purpose of this role is to enable efficient outcomes across High Impact Connection projects by providing programme-level leadership, coordination, and oversight that ensures projects meet the needs of customers and WEL Networks. The role is responsible for maintaining a fit-for-purpose pipeline of work, aligning stakeholders, contractors and delivery dependencies, and ensuring WEL Networks supports timely, efficient delivery without becoming the critical path.

Reporting Structure



Key Accountabilities (Outcomes)

- High Impact Connection projects are governed as a coordinated programme, with priorities, dependencies, risks, and delivery interfaces actively managed to support efficient end-to-end outcomes.
- Each project delivers a fit-for-purpose solution at a justifiable cost, with delivery decisions balancing customer needs, network requirements, commercial considerations, and programme objectives.
- Projects are delivered efficiently and effectively, with WEL Networks enabling progress, removing barriers, and not becoming the critical path to customer delivery.





- Programme risks, constraints, and escalation points are identified early and managed proactively, ensuring issues are resolved before they materially impact customer outcomes, cost, or delivery timeframes.
- Internal and external stakeholders are aligned around programme priorities, decision points, and delivery commitments, enabling coordinated action across multiple concurrent connection projects.
- Customers experience WEL Networks as an outstanding connection partner, with trusted, responsive, and commercially credible engagement throughout the lifecycle of their projects.
- Customer satisfaction and advocacy are strengthened through consistent delivery performance and high-quality relationship management, so customers view WEL Networks as a partner they want to work with again, even where they have no choice.
- Programme performance is visible and well managed, with reliable reporting on delivery progress, issues, risks, and outcomes to support informed decision-making and continuous improvement.

Continuous Improvement & Asset Management Contribution

This role supports the continuous improvement of asset management by contributing to the design, planning, operation, maintenance, renewal, and disposal of WEL's network assets. It participates in activities aligned with the Asset Management Policy, supports delivery of the Strategic Asset Management Plan (SAMP), and contributes to assurance practices to maintain the effectiveness of WEL's asset management framework and ISO 55001 certification.

Leadership Expectations

This role has leadership responsibilities and is expected to create clarity, support capability growth and maintain a high-performing, safety-focused environment.

- Provides clear direction, operational oversight and consistent expectations for the team.
- Builds team capability through coaching, training coordination, knowledge sharing and support for ongoing development.
- Leads effectively through operational pressure, change and ambiguity while maintaining a calm, safe and service-focused environment.
- Supports accountability, teamwork and continuous improvement across the team and wider group.

Decision Authority and Scope

Scope	Role expectation
Owns	• Programme-level coordination and oversight of High Impact Connection projects, including priorities, sequencing, dependencies, delivery interfaces, and escalation pathways.





	• Programme visibility over delivery performance, risks, milestones, and constraints across the portfolio of High Impact Connection work. • Resourcing priorities, interface management, and cross-functional coordination across the full lifecycle of High Impact Connection projects. • Customer-facing programme coordination to ensure commitments, issues, and delivery dependencies are actively managed from initiation to completion. • Governance and reporting disciplines that support timely decisions, transparent escalation, and efficient programme delivery.
Influences	• Changes to programme priorities, sequencing, delivery strategy, and milestone timing where dependencies, risks, customer commitments, or execution constraints require coordinated action. • Corrective actions, escalation responses, and recovery strategies where programme performance, critical path activities, or risk controls deviate from plan or exceed tolerances. • Scope, design, sequencing, and delivery approaches across CAT 1 and CAT 2 connection work where programme dependencies, customer outcomes, or delivery constraints require alignment. • Customer experience, commercial responsiveness, and ways of working that strengthen WEL Networks' reputation as a trusted connection partner.
Recommends	• Improvements to programme governance, reporting, customer coordination, and delivery practices that strengthen efficiency, visibility, and customer outcomes. • Escalation of scope, design, funding, or planning issues where resolution is required beyond delegated authority to protect delivery outcomes and customer confidence.

Ways of Working (Enterprise Expectations)

These expectations apply to all roles and should be demonstrated through day-to-day behaviour, decision-making and interactions across the business and with external stakeholders.

- Acts consistently with WEL's values and contributes positively to organisational performance and development.
- Champions health, safety and wellbeing, and models safe behaviours in all aspects of the role.
- Maintains a strong customer and service focus, supporting reliable delivery and positive stakeholder outcomes.
- Builds effective relationships across the business, with contractors, utilities, authorities and other stakeholders to support coordinated operational delivery.





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Capabilities That Matter Most

The role requires a commercially astute programme leader who can coordinate complex High Impact Connection projects across customers, contractors, internal teams and delivery partners. Success depends on strong judgement, influence and delivery discipline, with the ability to manage competing priorities, maintain clear programme visibility, resolve dependencies early and support fit-for-purpose outcomes that balance customer needs, network requirements, cost and delivery timeframes.

- Able to coordinate multiple concurrent connection projects as a programme, maintaining alignment across priorities, dependencies, stakeholders and delivery milestones.
- Able to balance customer outcomes, delivery constraints, commercial considerations and network requirements to support timely, fit-for-purpose decisions.
- Able to identify, assess and actively manage programme risks, interdependencies and interface issues before they materially affect cost, timing or customer outcomes.
- Able to build trust and alignment across customers, contractors, internal teams and partners, and to manage competing expectations in a commercially credible way.
- Able to maintain clear programme visibility, provide high-quality reporting and escalate issues early to support informed decisions and effective oversight.
- Able to understand delivery drivers, cost implications, customer commitments and execution trade-offs to enable efficient and justifiable outcomes.
- Capable of maintaining accurate programme records, tracking commitments, monitoring progress and using systems consistently to support reliable programme oversight.
- Understanding of electricity distribution networks, connection delivery and the operational context for major customer-led works.
- Familiarity with SAP or equivalent enterprise systems for programme monitoring, cost tracking, workflow visibility and reporting.
- Contributing to refinements in programme governance, coordination methods, reporting approaches and customer experience practices that improve performance and reliability.
- Exposure to recognised programme or project management disciplines, frameworks or assurance practices that support structured delivery and governance.

Essential Qualifications & Experience

- Tertiary qualifications in Engineering, Construction Management, Project Management or Asset Management.
- 8+ years' experience in a project management, or delivery assurance role within an operational, asset-based, utility, infrastructure, or construction environment.
- Experience coordinating with multiple stakeholders (e.g. delivery crews, contractors, and service providers) to maintain progress and resolve execution constraints.





- Experience tracking project progress and costs against approved budgets and schedules, using project management systems or tools to maintain accuracy and transparency throughout the project lifecycle.
- Experience managing the delivery of complex and/or high-risk works, including projects with multiple interfaces, dependencies, and safety-critical activities.
- Experience delivering works within an electricity distribution, substations, utility, infrastructure, or asset-intensive operating environment.

Desirable Qualifications & Experience

- Electrical tertiary/trade qualification or demonstrated equivalent electrical network knowledge.
- Formal training or certification in SAP PM, Maintenance Planning, or equivalent CMMS/EAMS.
- Planning, scheduling, or project management certification (e.g. Cert 4/Diploma, PMI, or equivalent).
- Experience using SAP or equivalent enterprise systems to support project delivery, cost tracking, progress monitoring, and workflow monitoring.
- Experience contributing to improvements in delivery coordination, reporting, or execution practices that enhance reliability, safety, or stakeholder outcomes.

Role Evolution

This role may evolve as strategy, structure and priorities change.

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

A **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.

B **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.

C **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.

D **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.

E **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.