

POSITION DESCRIPTION



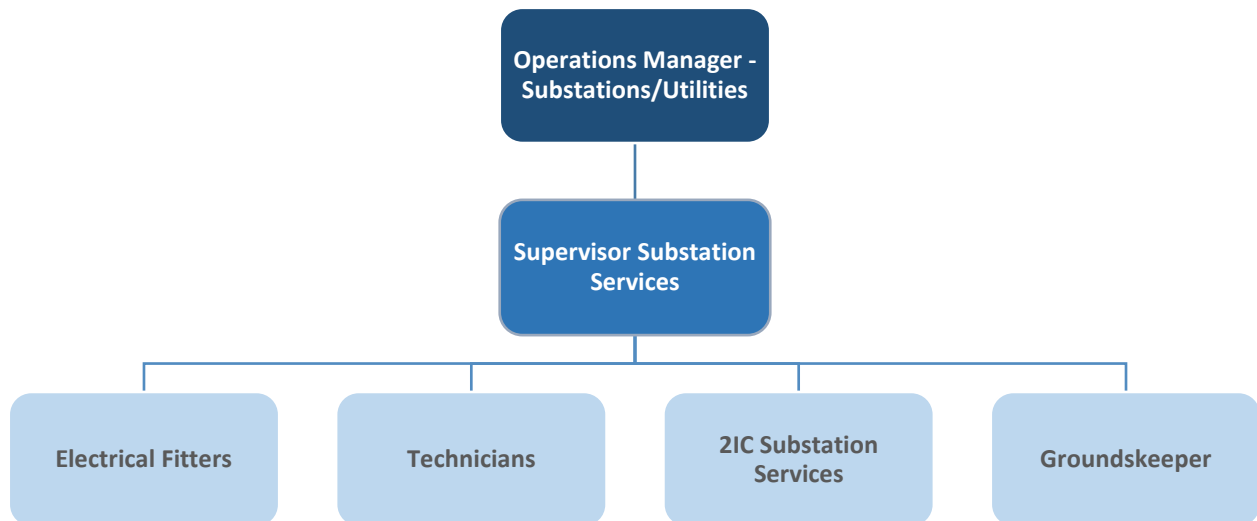
Supervisor Substation Services

Reports to:	Operations Manager – Substations/Utilities		
Group:	Delivery	Financial Authority:	As per DFA
Direct Reports:	20	Revision (m/y):	7/2026

Purpose

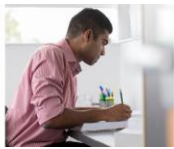
Contribute to the safe, efficient and reliable operation of the WEL network by supervising project, routine and reactive work on the distribution network, with specific emphasis on substations and associated network infrastructure.

Reporting Structure



Key Accountabilities (Outcomes)

- Supervise assigned substation tasks and projects from planning through to commissioning, including scheduling, prioritising work, planning labour requirements, coordinating materials, completing preliminary site visits and ensuring crews operate safely, efficiently and productively.
- Provide strong day-to-day leadership for technical and trade teams, including motivating crews, conducting regular site visits and safety conversations, holding team meetings, managing performance, supporting capability development and maintaining a competent staff complement.



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- Ensure required data and information is captured accurately, completely and on time, including timesheets, SAP records and GIS as-built information.
- Coordinate the correct use, testing, commissioning, operation and maintenance of plant, equipment, vehicles, materials, diagnostic and test equipment, SCADA control, PLCs and communications tools.
- Lead the restoration of power supply by participating in the after-hours response roster, responding to network faults efficiently, applying correct diagnostic procedures and liaising with the control centre, dispatch, duty manager, operations teams, utilities and authorities as required.
- Engage approved subcontractors when required and maintain effective working relationships with internal teams, external contractors, utilities, authorities and other stakeholders.

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

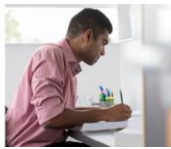
This role has leadership responsibilities and is expected to create clarity, support capability growth and maintain a high-performing, safety-focused environment.

- 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.

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.

Capabilities That Matter Most

The role requires strong operational leadership, practical electricity distribution experience, sound safety judgement, effective team supervision and the ability to plan, coordinate and deliver substation work in a safe, efficient and reliable manner.

- Strong leadership capability to motivate, supervise and develop staff in an electricity supply environment.
- Sound planning, time management and task prioritisation skills, including the ability to lead teams in adverse environmental conditions.
- Strong knowledge of industry-specific safety requirements, electrical safety statutory requirements and NOAMPS procedures.
- Problem solving and decision-making skills, including knowing when to seek support or escalation.
- Clear written and verbal communication skills, professionalism, integrity, reliability and a strong customer focus.
- Ability to promote effective teamwork in a multicultural environment and support the development of staff and trainees.

Essential Qualifications & Experience

- Registered Electrical qualification.
- Electricity supply industry knowledge.
- Five years' experience in substation maintenance activities.
- Demonstrated experience supervising staff in an electricity supply industry environment.
- Experience using Microsoft Excel and other Microsoft Office applications.

Desirable Qualifications & Experience

- Formal training or qualification in supervision.
- Specialist training in trade(s) supervised.
- Supervisory experience in the electricity distribution industry.
- Knowledge of WEL's network.
- Experience using SAP or similar.

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



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.