

POSITION DESCRIPTION



Position title:

2IC – Substation Services

Reports to:

Supervisor Substation Services

Group:

WEL Services

Unit:

Substation Services

Revision:

07/2025

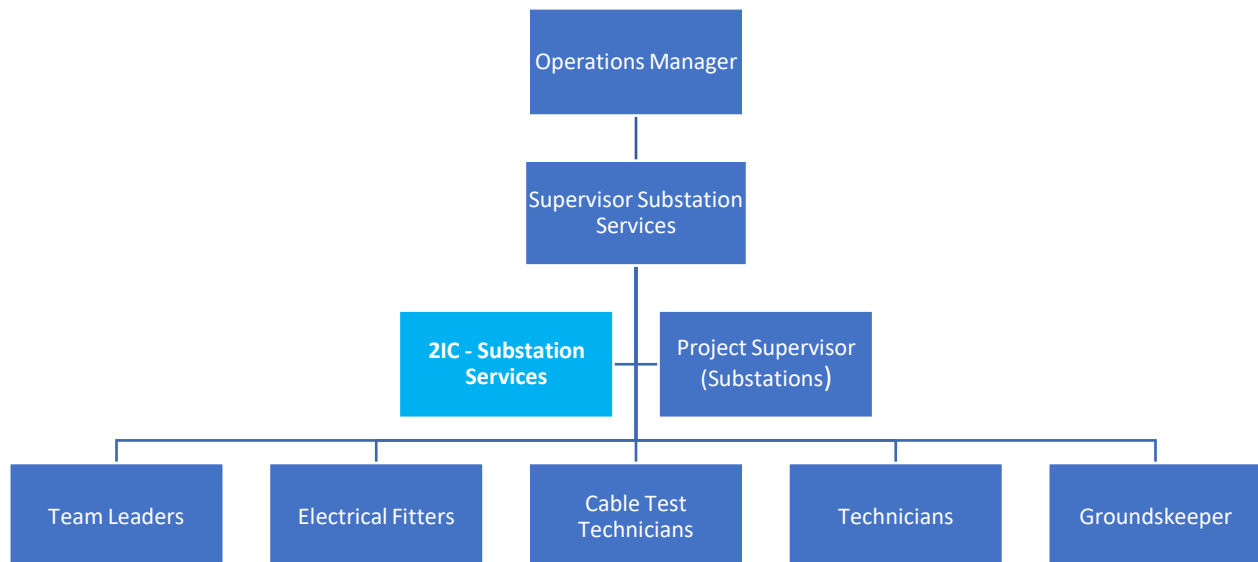
Date:

17 September 2026

Purpose

1. To provide back up to the Supervisor Substation Services on a daily basis and to cover for them in the case of their planned or unplanned absence from work.
2. To provide distribution network services for WEL including building, maintaining and repairing the network.

Reporting Structure



Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
Specific to 2IC Supervisor Role		
To supervise the delivery of assigned tasks and projects from planning to commissioning	• 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	• H&S standards • Billability • Productivity • Budget • Quality (rework) • Reporting quality • Compliance with all WEL policies, procedures, work method statements and standards for network access, management and operation of the network

	• 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	
Staff engagement	• Participate in daily stand up meeting with WEL Services leadership team • Conduct regular site visits • Hold regular recorded safety conversations	• Attendance • Recorded visits
To optimise the performance of staff	• Assist the Supervisor with staff performance (feed into performance reviews) • Assist in the development of staff capability	• Staff performance indicators: ○ Employment relations ○ Turnover ○ Absenteeism ○ H&S ○ Productivity
Specific to Current Role – to be completed with appropriate trade tasks before appointment (e.g. Electrical Fitter, Technician etc)		
To construct and commission network assets	• Construct and maintain the 33kV/11kV network.	

	• Apply appropriate technology and methods, including SCADA control, PLC programming and Communications. • Use instrumentation and diagnose the results. • Test and commission electrical equipment.	
To maintain and commission network assets	• Maintain and fault-find on oil and air circuit breakers / transformers. • Use technology and methods, including SCADA control, PLC programming and Communications. • Use instrumentation and diagnose the results.	• Safety is paramount, and shall be second to none. In all activities undertaken, safety shall not be compromised. All works shall be carried out in a safe and efficient manner. The safety of employees, customers, and the public is the number one priority. • To produce a high quality product, in a productive, efficient manner. • Compliance with all WEL policies, procedures, work method statements and standards. • The environment is not placed at risk and applicable environmental legislation and bylaws are complied with.
To respond to and repair network faults	• Be available to participate in a 24hr callout roster for 24hr fault response and repair. • Fault find and reactively repair network outages. • Liaise with the control centre, dispatch and operations staff.	• All responses are carried out in a fast and efficient manner. • Feedback from customers is positive.

	• Apply appropriate technology and methods including SCADA control, PLC programming and Communications. • Use instrumentation and diagnose the results.	
To contribute to overall performance and development of the unit	• Plan and co-ordinate site activities. • Maintain and operate company vehicles, materials and plant. • Liaise with other utilities/ authorities. • Work with and instruct Trainees.	• Compliance with policies and procedures. • Progress and development of trainees.
Specific to Both Roles		
To contribute to the continuous improvement of asset management	• While contributing to the design, planning, installation, maintenance, operation, servicing, renewal, and disposal of WEL's permanently connected Network Assets and Network Management Systems: ○ Participate in Asset Management activities that align to the Asset Management Policy ○ Contribute to the achievement of WEL's Asset Management Objectives (as detailed in the Strategic Asset Management Plan (SAMP)) • Support Asset Management assurance initiatives	• 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

To assist in maintaining the data credibility of the network	• Complete all relevant data information processing, including GIS Asbuilts.	• All information recorded is accurate and up to date.
To participate and contribute to projects	• Undertake continuous improvement activities • Undertake projects for WEL when required	• Achievement of agreed project measures
Targeting “Best in Safety”	• Promotion of good safety management practices. • Participation in safety and wellness activities. • Being a safety leader.	• 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	• Engage within the business and with community / external stakeholders in a way that supports ‘Best in Service’, always.	• WEL’s reputation is enhanced in the community • You are known for your excellent customer service

Person Specification

Qualifications	Essential	Registered Electrician with current practising certificate
	Desirable	Additional tertiary qualifications e.g. Level 5+
Experience	Essential	- Five years post registration experience - Demonstrated experience in the supervision of technical and trade staff
	Desirable	Knowledge of WEL's network
Role Specific Competencies	- An "every day home safe" attitude and knowledge of: - Industry specific safety requirements - Electrical safety statutory requirements - Noamps procedures - Focus on quality, productivity and continuous improvement - Expertise in the safe use of plant and machinery - Expertise in the use instrumentation related to electricity safety - Ability to plan and lead teams in an adverse environment - 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 - Capability to instruct and assist in the development of staff and trainees - Relevant computer skills (key board, MS Office, SAP)	

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.