

POSITION DESCRIPTION



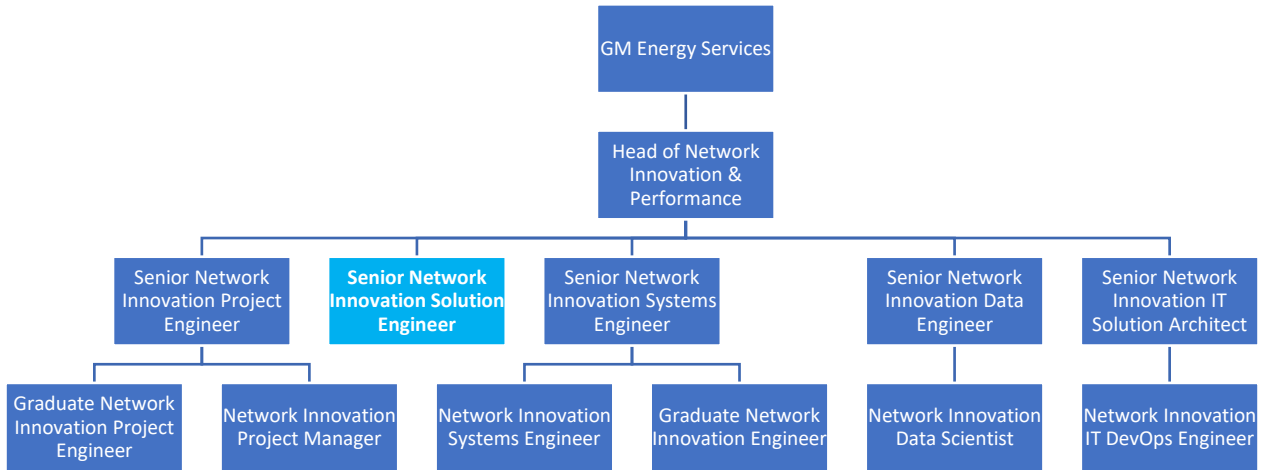
Position title:	Senior Network Innovation Solution Engineer		
Reports to:	Head of Network Innovation and Performance		
Group:	Energy Services	Unit:	Network Innovation & Performance
Revision (M/Y):	03/2024	Date:	5 April 2024

Purpose

To lead the transition to the smart flexible distribution network of the future; enabling WEL to realise its ambition of becoming a Distribution System Operator (DSO).

To be responsible for the understanding of the customer’s and network’s technical requirements, design optimal solutions using the latest services and products, support the integration of new technology into the network and enabling WEL to operate as a DSO.

Reporting Structure



Resource Accountabilities

Staff numbers	0	Operating Budget	TBC
Capital Budget	TBC	Expense Authority	As per Level 3 of DFA

Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
Network Innovation & Performance (NIP) Solution Implementation Strategy and Leadership	<ul style="list-style-type: none"> • Lead the implementation of NIP solution implementation strategy • Develop NIP solution implementation and prioritisation framework • Develop the end to end business process to ensure effective solution implementation • Integrate NIP solution development business process with the relevant WEL business process and strategy • Provide mentoring support to junior engineers 	<ul style="list-style-type: none"> • NIP solution implementation strategy is presented and approved • NIP solution assessment and prioritisation framework is approved and implemented in the business unit • An end to end business process is delivered • Junior engineers are supported to develop their professional capabilities
NIP Solution Design and Prototype	<ul style="list-style-type: none"> • Structure, manage, maintain and develop NIP solution implementation functions • Manage internal business funding request and reporting document • Internal and external resource coordination and task assignment, identify resource gaps • Conduct comprehensive assessment on solution options • Manage the decision-making process for NIP solution implementation and support the business for decision making 	<ul style="list-style-type: none"> • Provide regular and timely tasks delivery status updates • Business case and project definition documents are approved within the required timeframe • Strong working relationships are built across NIP and other stakeholders • Design outputs are thoroughly reviewed and meet a high standard, ensuring it is ready to be published for a wider audience

	<ul style="list-style-type: none"> • Manage the escalation process to ensure unblocking the NIP solution design issues 	<ul style="list-style-type: none"> • Decision-making process and business issue escalation process are managed timely and well documented • Resource gap analysis is complete, monitored and reported
NIP Project Handover and Delivery Support	<ul style="list-style-type: none"> • Provide detailed project handover document and technical requirements for project handover • Support the project delivery team to build the selected solutions • Review the detailed project delivery plan and technical standards • Provide technical support to project scope change • Verify the delivered projects meet the initial solution implementation requirements 	<ul style="list-style-type: none"> • All handover documents are completed within the agreed time frame • Support the project team to ensure project completion within budget and on time • Realign development requirements with scope change in a timely and quality manner • Capture lessons learned from completed projects and close future gaps
Work with NIP Systems and Operational Support team for Solution Review and Refinement	<ul style="list-style-type: none"> • Assist the project delivery team on transitioning from project delivery to the operational support phase • Ensure the captured user feedback and new requirements are factored into future solution implementation considerations 	<ul style="list-style-type: none"> • Provide timely support to production transition • User feedback is clearly documented and considered in the future NIP solution definition work
Data driven decision making	<ul style="list-style-type: none"> • Develop asset management tool, driven from network data, e.g. smart meter data 	<ul style="list-style-type: none"> • Continue the development of data driven decision making tools

	<ul style="list-style-type: none"> • Responsible for the integration of these tools in WEL's systems and business as usual activities • Provide technical guidance to NIP team 	
To participate and contribute to projects	<ul style="list-style-type: none"> • Undertake special projects for WEL when required • Undertake continuous improvement projects as and when required 	<ul style="list-style-type: none"> • Achievement of agreed project measures
Targeting "Best in Safety"	<ul style="list-style-type: none"> • Promotion of good safety management practices • Participation in safety and wellness activities • Being a safety leader 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Engage within the business and with community / external stakeholders in a way that supports 'Best in Service', always 	<ul style="list-style-type: none"> • WEL's reputation is enhanced in the community • You are known for your excellent customer service

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Person Specification

Qualifications	Essential	<ul style="list-style-type: none"> • Bachelor of Engineering (Electrical) or equivalent tertiary degree • Relevant theoretical knowledge in emerging technology interface
	Desirable	<ul style="list-style-type: none"> • Chartered Engineer • Project Delivery
Experience	Essential	<ul style="list-style-type: none"> • A minimum of 5 years relevant industry experience • Experience in Electricity Distribution Networks • Engineering design • Engineering solutions / applications implementation, configuration and commissioning
	Desirable	<ul style="list-style-type: none"> • Experience with Distributed Energy Resources (DER) and new technology • Experience in network operation and SCADA systems
Behavioural Competencies	<ul style="list-style-type: none"> • Integrity: Demonstrates consistently high integrity, professionalism and business ethics. • Leadership: Motivates, empowers and manages others to achieve business goals. • Teamwork: Works co-operatively as part of the team. Actively seeks out and listens to the views and ideas of others. Shares information and knowledge freely. • Collaboration: Works with peers and others across the business to achieve win-win results, and drives behaviour to optimise business outcomes rather than department outcomes. • Problem Solving / Critical Thinking: Analyses issues and breaks them down into their component parts. Able to gather a wide range of information, comprehend and make systematic and rational judgements based on relevant information. • Achievement Focused: Demonstrates a readiness to make decisions, is resilient and proactive when facing difficult issues, and takes initiative and originate action. • Communication: Speaks clearly, fluently and in a compelling manner to both individuals and groups. Writes in a clear and 	

concise manner, using appropriate grammar, style and language for the reader.

- **Negotiation:** Listens, comprehends and empathises with parties to develop relationships and rapport with others.
- **Technical Ability:** Provides high quality analysis, processes and developments using the tools provided.
- **Planning and Organising:** Organises and schedules activities and resources efficiently.
- **Customer Focus:** Dedicated to providing a prompt, efficient and personalised service to clients (internal/external) and works hard to ensure that individual client needs are met.
- **Quality Orientation:** Has a very high attention to detail. Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.

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.