



POSITION DESCRIPTION

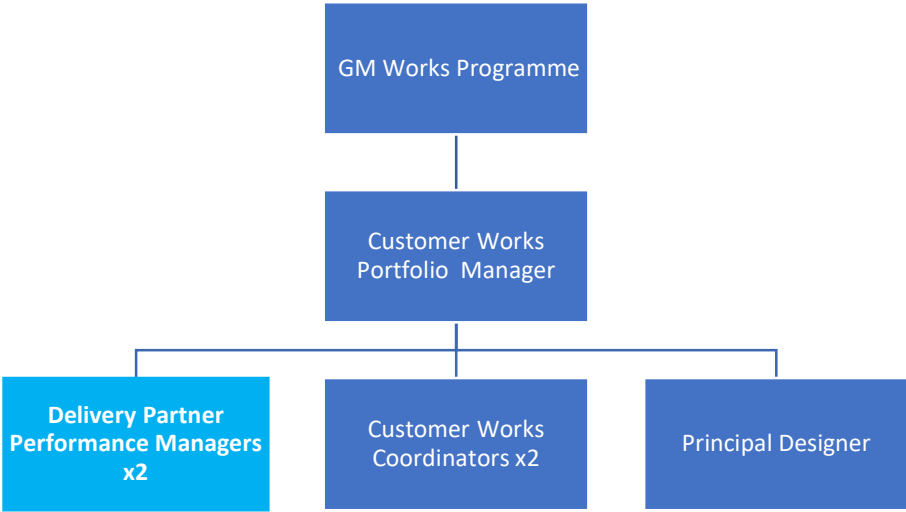


Position title:	Delivery Partner Performance Manager		
Reports to:	Customer Works Portfolio Manager		
Group:	Works Programme	Unit:	Customer Works Portfolio Team
Revision (m/y):	07/2025	Date:	29 July 2025

Purpose

Ensures contractors meet performance requirements in terms of project delivery timeframes and to the quality required for WEL assets. Scalable, responsive, and quality delivery of external customer works through a highly effective delivery partner model.

Reporting Structure



Resource Accountabilities

Staff numbers	0	Operating Budget	N/A
Capital Budget	N/A	Expense Authority	N/A

Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
Oversee Project Delivery	<ul style="list-style-type: none"> • Maintains overview of project delivery process across external customer works projects, once they have been allocated by External Works Coordinator • Escalates major issues when required to manager or another appropriate role 	<ul style="list-style-type: none"> • Understand the status of all projects and who is due to do what • Issues are addressed or escalated as soon as possible
Develop and maintain sufficient knowledge of regulatory requirements	<ul style="list-style-type: none"> • Assist delivery partners with compliance needs and questions. 	<ul style="list-style-type: none"> • Advice and information is timely and accurate • Knowledge is kept up to date with any changes
Collaboration and relationship management	<ul style="list-style-type: none"> • Liaises with delivery partners and maintains performance oversight, ensuring deliverables and timelines met across all external customer works • Intervenes with delivery partners when issues arise within contract that threaten timeframes or quality • Engages with delivery partners to gather regular (weekly) reports, to assess project progress and performance • Facilitates three-way relationship between customer, delivery partner, and WEL stakeholders 	<ul style="list-style-type: none"> • Understands the status of each project • Follows up to ensure projects remain on track • Addresses concerns with the right people and with accurate information in a timely manner • Effective relationships to enable influential conversations and regular updates
Reporting and Monitoring	<ul style="list-style-type: none"> • Undertakes reporting on project performance and delivery and provides 	<ul style="list-style-type: none"> • Reporting accurate and timely information to relevant parties

	programme oversight of all external customer works to External Works Portfolio Manager.	
Works Programme success	<ul style="list-style-type: none"> Contribute to the continuous improvement culture through targeted process improvements which makes Works Programme function better, faster, and with greater agility. 	<ul style="list-style-type: none"> Works Programme initiatives and programmes are implemented Collaborate effectively with team members
To contribute to the continuous improvement of asset management	<ul style="list-style-type: none"> While contributing to the design, planning, installation, maintenance, operation, servicing, renewal, and disposal of WEL's permanently connected Network Assets and Network Management Systems: <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 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

Person Specification

Qualifications	Essential	<ul style="list-style-type: none"> • Level 7 tertiary qualification or equivalent experience • Relevant project management qualifications (eg PMP, Prince2 etc)
	Desirable	<ul style="list-style-type: none"> •
Experience	Essential	<ul style="list-style-type: none"> • Project/account management experience • Minimum 5 years' experience in design and build of network infrastructure • Highly computer literate including SAP, MS Office and project software
	Desirable	<ul style="list-style-type: none"> • Experience of the Electricity Distribution sector • Experience navigating contractual management issues
Role Specific Competencies	<ul style="list-style-type: none"> • Integrity: Demonstrates consistently high integrity, professionalism and business ethics • Critical Thinker: ability to gather a wide range of information, comprehend and provide insight. • Problem Solving: Analyses issues and breaks them down into their component parts. Makes systematic and rational judgment 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. • Decision making and critical thinking: Possesses well developed judgement that enables the effective evaluation of issues and decisions to be made, even with the absence of full information • Influencing and negotiating: reads situations, articulates points of view, builds trust, and develops relationships that enable positive influencing of people at all levels. • Commercial Awareness: Understands and applies commercial and financial principles. Views issues in terms of revenue, costs, profits, markets and added value • Flexibility: Successfully adapts to changing demands and conditions 	

	<ul style="list-style-type: none">• Teamwork: Works co-operatively as part of the team. Actively seeks out and listens to the views and ideas of others
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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.