# Position Description

| Role Overview | |
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| **Position Title:** | NOC Front Office Team Leader |
| **Reports To:** | Customer Care Manager |
| **Location:** | Christchurch |
| **Date:** | May 2021 |

## Why Enable?

As a locally owned business, we aim to reflect the wider diverse community that we serve. At Enable, inclusion and diversity are at the centre of what we do, and one of our four core values is to 'Show the Love'. It determines the way we think, who we employ and how we work together and with our community. We encourage our people to bring their authentic selves to work, creating a safe, inclusive and innovative environment for our people and our customers.

Enable would be nothing without the passion our people have for the work we do. We believe in empowering our team and giving them the tools, they need to 'Smash Boundaries' and create new outcomes that delight our customers. So, why would you want to become an Enable person? We're working on some great initiatives for our community, but we also look after our people too.

Enable is a living wage employer and offers a benefits package including a fibre broadband allowance, wellbeing and sustainability allowance and an extra day off per year to attend volunteer days, for your birthday or just to relax! We believe our people do their best work where, when and how it suits them, so our flexible working arrangements are as flexible as they can get.

Alongside our owners, the Christchurch City Council, we are committed to being net carbon neutral in our operations by 2030. We also want to operate our business in a sustainable way so future generations can continue to thrive. Our office is rated a green star 5 and we're investing in smarter tools and systems to reduce our waste and resource consumption.

We enjoy every moment that we spend '***Connecting our Community with Unlimited Opportunity'***.

Enable Fibre broadband allows people to connect like never before, and here at Enable we don't just believe in connecting people with the world online – we believe in connecting with the people of our community. We are committed to helping make Christchurch a better place for our community to connect, live, work and do business. We strive to be customer-led, understanding the unique needs of our customers and wider community, 'keeping it simple and fresh', and working together to deliver experiences that delight, and build trust – after all, here at Enable we 'own the experience'.

**Purpose of this Role**

This role is responsible for ensuring Enables network services are second to none by providing day to day leadership and management of Enable's Tier 1 Network Operations Centre (NOC).

As the leader of Enable's 24/7 surveillance and monitoring Network Operations Centre, each action and decision made will be through the eyes of your customer, which will consist of both internal customers, RSP's, our end customer and our community.

Your customers will see you as leading an efficient and seamless24 x 7 surveillance and monitoring centre (NOC Tier 1).

Alarm monitoring and resolution of incidents will be handled by your team so that as a customer I know you will provide 24/7 (Tier 1) support on matters relating to the network.

Where possible such incidents will be invisible to me but should I need or want to know details this information is readily available to me in plain language.

As a customer I trust that you have the right level of proactive and predictive identification, evaluation of trends and appropriate course of action to deliver the right outcome for me.

You will manage and facilitate the successful resolution of major / critical service interruptions, facilitate restoration and communication notifications / updates; support field technicians, and conduct/participate in detailed ICAM reviews after major/critical network outages.

| Key Relationships | |
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| **Within Enable:** | → Operations Team Members (at all roles and levels)<br>→ Commercial Team<br>→ BIS |
| **Major External Contacts:** | → Field Suppliers<br>→ RSPs<br>→ National Lifelines and Civil Defence<br>→ Other LFCs |

| Key Dimensions of Role | |
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| **Number of Reports:** | → Five |
| **Expenditure Authority:** | → Refer to the DFA policy |
| **Other: (e.g. Sales Revenue / Margin Target / Volume Indicators etc.)** | → Business Plan service performance targets<br>→ Contractual SLA achievement |

| Decision Making Authority | |
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| **Decisions Expected:** | → Refer to DFA Policy<br>→ Operational Improvements within DFA<br>→ Identify and facilitate remediation of Network risks to ensure optimal network performance<br>→ Approve change and release requests |
| **Recommendations Expected:** | → Technology Development and Implementation approach Initiatives outside DFA |

| Key Responsibilities | |
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| **Business Outcome:** | **Key Responsibilities:** |
| **Effective Leadership** | → Lead and motivate the team to ensure optimal performance and the achievement of overall business objectives and business plan. |

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| | → Create a high-performance focused culture through personal leadership, teamwork and the development of individual accountability for performance. |
| | → Foster open and positive culture where employee input is encouraged, and differences are resolved constructively. |
| | → Leads change, coaching and developing capability and capacity to optimise the performance of individuals and the team overall |
| | → Ensure appropriate people development processes are in place to facilitate growth and development of employees. |
| | → Able to anticipate and prepare for future opportunities and threats |
| | → Maintain a positive and committed team through the implementation of Enable policies, performance management, effective communication, and employee recognition. |
| | → Ensure the maintenance of appropriate professional ethics, knowledge and standards within the team. |
| | → Embrace digit technology and always look for way to improve customer experience thought technology |
| | → Use agile principles in end-to-end problem management and business change |
| **Service Second to none and Always On** | → Work with engineering, provisioning, and field operations on implementation of new services |
| | → Major/Critical network outage Coordination and escalation. |
| | → Coordination of events, incidents, and requests (change management). |
| | → Manage network monitoring, repairs, installation, and resolution of complex services |
| | → Lead 24 x 7 x 365 surveillance of Enable's network to ensure fully functional and always on |
| | → Ensure NOC has sufficient rostering of Enable people to maintain 24/7 always on commitment is fully staffed |
| | → Real time accurate internal and external communication |
| | → Provide technical expertise to ensure optimal Network performance at all times |
| | → Manage and facilitate the successful resolution of major / critical service interruptions, facilitate restoration and communication notifications |
| | → Conduct and participate in Root Cause Analysis and act on any recommendations that involve changes in an asset lifecycle or process improvements |
| | → Deliver assure service performance second to none |
| | → Ensure the implementation of innovations and optimisations that align to or exceed business requirements, have an improvement plan delivered on time and cost without compromising quality and standards. |
| | → Lead and operate a continuous improvement process to continually improve operations both internally and with our suppliers. |
| | → Ensure provision of accurate, timely and up to date information, monitor and report on adherence to all agreed upon and legally required standards and recommend strategies to address non-compliance through mentoring and training team members. |
| | → Quality records completed and filed. |
| | → Manage field supplier performance to exceed SLAs and KPIs, minimise service downtime, and restoration durations in relation to Service Partners |
| **Operational Stakeholder Management** | → Management of third parties using network/assets |
| | → Establish excellent working relationships with a wide range of stakeholders, including Service Partners, Utilities, Councils, and with |

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|  | Enable's people leaders as the foundation for influencing and effecting positive changes.<br>→ Build and maintain relationships across the organisation ensuring relevant stakeholders are engaged<br>→ Collaborate with the business on how to best utilise data and reporting, while also ensuring alignment on business priorities |
| NOC Establishment | • Standard Operating Procedures<br>• NOC Established<br>• Vendor contracts negotiations<br>• Strong understanding of Service Level Agreement (SLA), including developing new SLA's.<br>→ Smooth transition of NOC |

| Other Relevant Information | |
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| **Health, Safety and Wellness:** | → Take personal responsibility for your health, safety and wellness.<br>→ Overtly demonstrate that you live the value of caring for each other, our community and the environment.<br>→ Provide leadership and direction in matters relating to health, safety and wellness by implementing and improving Enable's health, safety and wellness management system.<br>→ Demonstrate a commitment to continually improving health, safety and wellness performance.<br>→ Allocate the necessary human and financial resources to achieve strategic goals. |
| **Continuous Improvement:** | → Seek out ways to continuously improve and own the experience by taking charge and making great happen.<br>→ Participate enthusiastically and positively in improvement initiatives. |
| **Statutory / Compliance Responsibilities:** | → Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual and legal requirements and standards.<br>→ Comply with all of Enable's requirements and policies including the enforcement of internal controls and delegated authority rules.<br>→ Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned.<br>→ Contribute to maintaining compliance with the Telecommunications (Interception Capability and Security) Act |
| **Diversity & Inclusion** | → Foster a culture that embraces diversity, capability, inclusion and trust for Enable People and community.<br>→ Each one of our Enable People bring with them a diverse set of perspectives, work and life experiences, as well as religious and cultural differences. The power of diversity can only be unleashed, and its benefits reaped when we recognise these differences and respect and value each other irrelevant of our backgrounds.<br>→ Challenge your thinking and biases with others who will have different experiences and opinions, in order to drive more robust and collaborative outcomes<br>Enable People work in diverse teams, making for a safe, inclusive and innovative environment. |

| Person Specification | |
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| **Formal Education** | → Relevant tertiary qualifications |
| **Specialist Training and Experience** | → Experience and knowledge in network operations, in particular, the monitoring and management of a network operations centre<br>→ Experienced in People Leadership<br>→ Governance<br>→ High levels of financial and commercial acumen<br>→ Strong reputation in the New Zealand telco or infrastructure industry |
| **Specific Knowledge, Skills and Attributes** | → Highly skilled in managing relationships with a complex set of stakeholders and negotiating outcomes to mutual benefit and to achieve shared objectives<br>→ Plans and Aligns<br>→ Strong written and verbal communication skills<br>→ Drives for results<br>→ People leadership<br>→ Process development and continuous improvement thereon<br>→ Change management skills and a proven ability to build, develop and implement strategies for improvement, while also able to articulate vision and lead positively through change.<br>→ Ability to prioritise competing demands. |