

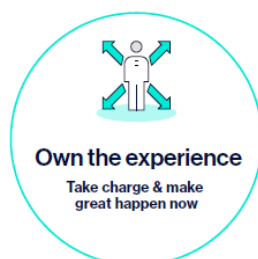
Position Description

Role Overview	
Position Title:	Service Delivery Coordinator
Reports To:	Capital Delivery Manager
Number of direct reports:	Nil
Location:	Christchurch
Date:	January 2026

Who are we?

Enable is the fibre broadband network provider for greater Ōtautahi. For almost 15 years, Enable has been providing Christchurch and the surrounding area with Fibre Broadband – reaching more than 200,000 businesses, homes and schools. We are 100% owned by Christchurch City Council which means we are owned by Cantabrians. Day in and day out, we are connecting people to critical infrastructure. We are really proud of what we do at Enable, and we want to find team members that feel the exact same way.

Our Values:



Purpose of this Role

As a Service Delivery Coordinator, you will act as the single point of accountability for assigned fibre installation projects, managing each one from initial order through to completion. Sitting at the crossing of customer service and project delivery, this role is responsible for proactively driving progress by liaising with internal teams, field partners, and external stakeholders, balancing customer expectations with Enable's business objectives. By taking ownership of the entire process and influencing outcomes through others, the role ensures that every installation is delivered on time, to standard, and with the best possible experience for both the customer and Enable.

Key Responsibilities
Case Management and Ownership
<ul style="list-style-type: none"> → Take full accountability for assigned fibre installation cases, acting as the point of contact for your customers. → Manage the entire fibre installation lifecycle, from order placement to delivery. → Proactively drive progress, ensuring delivery even when reliant on other teams or partners. → Build strong relationships with your customers through proactive communication throughout their installation journey.
Project Coordination

- Coordinate the delivery of installation requests, ensuring all project milestones are met on time, within scope, and to the required quality standards.
- Manage supplier and partner contracts from initiation to completion, including issuing jobs, tracking progress, and closing out installations.
- Liaise with internal teams (commercial, delivery, technical, field partners) and external stakeholders to ensure seamless delivery.
- Coordinate and monitor installation activities, proactively identifying and resolving issues to avoid delays or rework.
- Follow appropriate commercial and technical approvals, monitoring and reporting costs of works.
- Liaise with developers, builders, field partners, and internal teams to ensure clear communication and seamless handovers throughout their build project lifecycle.
- Escalate complex cases promptly and follow through until resolution, ensuring minimal impact on timelines.
- Maintain accurate documentation for both internal and external purposes.
- Ensure compliance with Enable's policies, statutory requirements, and quality standards at every stage of the build.
- Assist in general team coordination when required, including reporting requirements

Stakeholder Management and Customer Engagement

- Maintain a close working environment with the Business Development Manager and Service Delivery Managers to ensure effective delivery.
- Maintain a close working relationship with customers, understanding their needs and proactively managing expectations.
- Use influence and relationship skills to overcome obstacles and ensure timely, high-quality outcomes.
- Advocate for the customer within Enable, balancing customer needs with business objectives.
- Communicate clearly and professionally with customers and stakeholders at all levels.

Continuous Improvement

- Regularly assess the broader context of each installation, ensuring actions align with Enable's objectives.
- Identify and implement opportunities to improve processes, customer experience, and business outcomes.

This position description is not intended to be a complete or limiting description of the functions that may reasonably be requested to undertake.

Key Relationships

- Customer Solutions Centre Team
- Network Delivery Team
- Service Delivery Managers
- Business Development Managers
- Finance Team
- Legal Team
- Field Supplier(s)
- Relevant Third Parties and External Stakeholders

Delegations or Decision-Making Authority

- As per the DFA policy

Other Relevant Information	
Health, Safety and Wellbeing	
<ul style="list-style-type: none"> → Demonstrate a commitment to continually improving health, safety and wellbeing performance. → Allocate the necessary resources to achieve operational and strategic goals. 	
Continuous Improvement	
<ul style="list-style-type: none"> → Seek out ways to continuously improve and own the experience by taking charge and making great happen. → Participate enthusiastically and positively in improvement initiatives. 	
Statutory / Compliance Responsibilities	
<ul style="list-style-type: none"> → Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual and legal requirements and standards. → Comply with all of Enable’s requirements and policies including the enforcement of internal controls and delegated authority rules. → Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned. 	
Diversity & Inclusion	
<ul style="list-style-type: none"> → Foster a culture that embraces diversity, capability, inclusion and trust. → Demonstrate behaviour aligned with Enable’s values. → 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. → Challenge your thinking and biases with others who will have different experiences and opinions, in order to drive more robust and collaborative outcomes → Enable People work in diverse teams, making for a safe, inclusive and innovative environment. 	
Cyber Security	
<ul style="list-style-type: none"> → Understand and adhere Enable security policy, procedures and guidelines. This includes recognising potential security threats, reporting suspicious activities, and participating and timely completion of regular cybersecurity trainings. 	
Business Continuity Planning	
<ul style="list-style-type: none"> → All Enable People are responsible for understanding and supporting the organisation's Business Continuity Planning (BCP). This includes being familiar with emergency procedures, participating in regular drills, and ensuring that critical business functions can continue during and after a disruption. 	

Person Specification	
Formal Education	→ Relevant formal education
Specialist Training and Experience	→ Experience in customer service, case management, or coordination roles, ideally in environments with multiple stakeholders (e.g., construction, utilities, telecommunications, or service delivery).
Specific Knowledge, Skills and Attributes	<ul style="list-style-type: none"> → Proven ability to manage multiple cases or tasks simultaneously, maintaining attention to detail and quality. → Strong relationship-building skills, with experience working directly with customers and internal teams to resolve issues and deliver outcomes.

	<ul style="list-style-type: none"> → Comfortable working in roles that require both phone-based customer interaction and coordination of operational tasks. → Demonstrated ownership of outcomes, taking responsibility for seeing things through from start to finish. → Ability to influence and collaborate with others to achieve results, even when not in a position of authority. → Strength in developing and driving innovative solutions. → Effective team player, ability to build strong relationships with customers, contractors and within the organisation. → Excellent oral and written communication skills, proactively managing all stakeholders. → Fosters a customer-focused environment delivering exceptional service and anticipating future needs. → Ability to identify and mitigate risks in a complex environment → Takes a broad view when approaching issues and thinks ahead to anticipate obstacles and adapts plans proactively. → Considers cost, efficiency, and value when making day-to-day decisions, escalating risks or opportunities that could affect commercial outcomes. → Strong time management skills
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