

# Position Description

Role Overview	
Position Title:	Network Assure Manager
Reports To:	Chief Operations Officer
Location:	Christchurch
Date:	August 2018

## About Enable

Enables ambition is to provide world leading ‘connectivity’ over its fibre broadband network to over 200,000 homes, businesses and schools in Christchurch and surrounding areas placing them among the leading communities in the world.

Enable is playing a vital role as our city rebuilds – our fibre connectivity sits at the heart of our vision for a city built for the future. Our purpose statement, that was created by our people, is ‘**Connecting our Community with Unlimited Opportunity**’. We believe that with access to fibre broadband and the opportunities it unlocks, the people of Christchurch will gain unprecedented access to global markets and services, and connect with each other in exciting new ways, while also being a key enabler in advancing community services and the way we learn.

Our values underpin the delivery of our purpose, and our unique customer promise to ensure that ‘**Our Customers Never Stop Getting More Out Of Life**’.



## Purpose of this Role

This role is responsible for ensuring Enables network services are second to none by providing leadership and management of the Assure Operations of Enable, understanding and delivering business strategies and plans maximising service performance of our assets at optimal network costs and availability ensuring we can exceed customer’s expectations in a competitive market.

Key Relationships	
<b>Within Enable:</b>	<ul style="list-style-type: none"> <li>→ Health, Safety &amp; Wellness</li> <li>→ Marketing &amp; Sales Team</li> <li>→ Wider Operations Team</li> <li>→ Contracts Manager</li> </ul>
<b>Major External Contacts:</b>	<ul style="list-style-type: none"> <li>→ Service Partners</li> <li>→ Third Party Suppliers as needed</li> <li>→ National Lifelines &amp; Civil Defence</li> </ul>
Key Dimensions of Role	
<b>Number of Reports:</b>	→ Five
<b>Expenditure Authority:</b>	→ Refer to the DFA policy
<b>Other: (e.g. Sales Revenue / Margin Target / Volume Indicators etc.)</b>	<ul style="list-style-type: none"> <li>→ Business Plan service performance targets</li> <li>→ Contractual SLA achievement</li> </ul>
Decision Making Authority	
<b>Decisions Expected:</b>	<ul style="list-style-type: none"> <li>→ Refer to DFA Policy</li> <li>→ Operational Improvements within DFA</li> </ul>
<b>Recommendations Expected:</b>	<ul style="list-style-type: none"> <li>→ Assure Strategy</li> <li>→ Initiatives outside DFA</li> </ul>

Key Responsibilities	
Business Outcome:	Key Responsibilities:
Operational Excellence (Assure)	<ul style="list-style-type: none"> <li>→ Establish and operate end to end capability achieving business outcomes and excellent service performance</li> <li>→ Provide expertise into developing an Assure asset management operating model based around the organisation objectives of being the “best service provider” and best practise.</li> <li>→ Drive thinking, action and behaviours within the team that ensures new collateral is in place to optimise and manage our networks as a true wholesale infrastructure operator and that keeps the customer experience at the heart of what we do</li> <li>→ Ensure we understand the condition of our assets and what remedial actions are required to be undertaken, by who, and when and provide input into a wider asset management plan</li> <li>→ Implement an optimal supply change strategy and operating model</li> <li>→ Transition fibre maintenance to focus on proactive fault elimination whereby setting ourselves up to fix fibre better with a focus on “right first time” and customer experience</li> <li>→ Drive a culture of service excellence through professional implementation, training and education to ensure the most effective management of our assets moving forward.</li> <li>→ Through effective change management reposition the Supply Chain activities and functions to support the business model from primarily a network provider to a service provider</li> <li>→ Develop, recommend, and implement supply chain policies, programmes, procedures and standards</li> <li>→ Ensure the implementation of all agreed quality strategies, standards, processes and systems</li> </ul>

	<ul style="list-style-type: none"> <li>→ Develop, manage and report on Network capacity plans for input in the capital programme</li> <li>→ Collaborate with the Network Investment team to develop and implement assure operational tactics from the network Investment plans</li> <li>→ Provide technical expertise to ensure optimal Network performance at all times.</li> </ul>
<p>Network Service Assurance and Configuration</p>	<ul style="list-style-type: none"> <li>→ Deliver assure service performance second to none</li> <li>→ 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.</li> <li>→ Lead and operate a continuous improvement process to continually improve operations both internally and with our suppliers.</li> <li>→ 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.</li> <li>→ Quality records completed and filed.</li> <li>→ Manage contractor performance to exceed SLAs and KPIs, minimise service downtime, and restoration durations in relation to Service Partners including the NOC</li> </ul>
<p>Operational Stakeholder Management</p>	<ul style="list-style-type: none"> <li>→ Management of third parties using network/assets</li> <li>→ Hold accountability for relationships with our Service Partners and ensure effective communications with internal and external stakeholders that can support, facilitate or influence maintenance activities, as well as key cost saving initiatives.</li> <li>→ Take ownership for ensuring alignment between the Operations team, with the Senior Leadership team, specifically ensuring the coordination and alignment of the stakeholder strategy and approach.</li> <li>→ Establishes excellent working relationships with a wide range of stakeholders, including Service Partners, Utilities, Councils, and with Enable’s people leaders as the foundation for influencing and effecting positive changes.</li> <li>→ Build and maintain relationships across the organisation ensuring relevant stakeholders are engaged</li> <li>→ Collaborate with the business on how to best utilize data and reporting, while also ensuring alignment on business priorities</li> </ul>
<p>Compliance and Capability Improvement</p>	<ul style="list-style-type: none"> <li>→ Collaborate closely with the Contract manager to Implement and drive frameworks and systems to ensure our Service Partners in the field have the right skills and technical know-how to meet changing customer experience demands</li> <li>→ Make sure all our people have the right tools and training to work safely</li> <li>→ Ensure we have the appropriate programs in place to support quality assurance and network protection requirements</li> <li>→ Drive and support comprehensive health and safety activity in the business including performance measures, policy and procedures to ensure compliance with existing and developing legislation.</li> </ul>

<p>Network Protection, Event Management &amp; Business Continuity</p>	<ul style="list-style-type: none"> <li>→ Establish a robust network protection program that develops clear targets and initiatives to manage network risks, and delivers frame works and support to manage back into BAU</li> <li>→ Ensure network protection plans and effective event management practices are in place</li> <li>→ Drive and support BCP/DR programmes and exercises that continue to build organisational resilience in order for the business to respond effectively and efficiently to protect our people, satisfy our key stakeholders and protect our reputation, brand and value-creating activities.</li> <li>→ Undertake Business Continuity Management Policy and capability reviews bi-annually.</li> </ul>
<p>Projects and Process Design</p>	<ul style="list-style-type: none"> <li>→ Drive end to end process review and improvements for initiatives</li> <li>→ Undertake proactive programmes of work to include process design and programme structure support to support key strategic goals</li> <li>→ Drive improvement initiatives for improvements in cost, quality and service; setting and achieving specific goals around process improvement and business readiness initiatives</li> <li>→ Assist operations team in implementing effective operational structures and disciplines to increase operational effectiveness</li> </ul>
<p>Billing and Credit</p>	<ul style="list-style-type: none"> <li>→ Establish robust processes to ensure the timely and accurate billing for Enable network issues</li> <li>→ In conjunction with Finance, maximise the collection of these charges owed</li> <li>→ Ensure Enable’s position is accurately represented in the disputes</li> </ul>

Other Relevant Information	
<p><b>Health, Safety and Wellness:</b></p>	<ul style="list-style-type: none"> <li>→ Take personal responsibility for your health, safety and wellness.</li> <li>→ Overtly demonstrate that you live the value of caring for each other, our community and the environment.</li> <li>→ Provide leadership and direction in matters relating to health, safety and wellness by implementing and improving Enable’s health, safety and wellness management system.</li> <li>→ Demonstrate a commitment to continually improving health, safety and wellness performance.</li> <li>→ Allocate the necessary human and financial resources to achieve strategic goals.</li> </ul>
<p><b>Continuous Improvement:</b></p>	<ul style="list-style-type: none"> <li>→ Seek out ways to continuously improve and own the experience by taking charge and making great happen.</li> <li>→ Participate enthusiastically and positively in improvement initiatives.</li> </ul>
<p><b>Statutory / Compliance Responsibilities:</b></p>	<ul style="list-style-type: none"> <li>→ Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual and legal requirements and standards.</li> <li>→ Comply with all of Enable’s requirements and policies including the enforcement of internal controls and delegated authority rules.</li> <li>→ Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned.</li> </ul>

<b>Leadership:</b>	<ul style="list-style-type: none"> <li>→ Lead and motivate the team to ensure optimal performance and the achievement of overall business objectives and business plan.</li> <li>→ Create a high performance focused culture through personal leadership, teamwork and the development of individual accountability for performance.</li> <li>→ Foster open and positive culture where employee input is encouraged, and differences are resolved constructively.</li> <li>→ Ensure appropriate people development processes are in place to facilitate growth and development of employees.</li> <li>→ Maintain a positive and committed team through the implementation of People and Culture policies, performance management, effective communication, and employee recognition.</li> <li>→ Ensure the maintenance of appropriate professional ethics, knowledge and standards within the team.</li> </ul>
<b>Person Specification</b>	
<b>Formal Education</b>	<ul style="list-style-type: none"> <li>→ Relevant tertiary qualifications</li> </ul>
<b>Specialist Training and Experience</b>	<ul style="list-style-type: none"> <li>→ 10-15 years' experience in a technology, utility or infrastructure environment</li> <li>→ Experience and knowledge in network operations and infrastructure deployment or similar programmes</li> <li>→ Experienced in People Leadership</li> <li>→ Experience setting strategic direction and translating into tactical activity</li> <li>→ Governance</li> <li>→ High levels of financial and commercial acumen</li> <li>→ Strong reputation in the New Zealand telco or infrastructure industry</li> </ul>
<b>Specific Knowledge, Skills and Attributes</b>	<ul style="list-style-type: none"> <li>→ Highly skilled in managing relationships with a complex set of stakeholders and negotiating outcomes to mutual benefit and to achieve shared objectives</li> <li>→ Plans and Aligns</li> <li>→ Strong written and verbal communication skills</li> <li>→ Drives for results</li> <li>→ People leadership</li> <li>→ Process development and continuous improvement thereon</li> <li>→ Strategic agility and thinking - ability to contribute fully at the executive and board level</li> <li>→ 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;</li> <li>→ Ability to prioritise competing demands.</li> </ul>