

Position Description			
Position Title	Northern Regional Manager	Group	Operations & Delivery
Function		Department	Field Services
Cost Centre	PS	No. of Direct Reports / Total Reports	24
Position Reports to	Head of Field Delivery		

Primary Accountability

The primary accountability for this role is to ensure that all Field Services work on behalf of NEC NZ is carried out with a focus on health and safety and quality, ensuring that customer expectations are consistently exceeded. Also to lead a large team and build a positive team culture, ensuring that all NEC values are modelled.

- Areas of Accountability/Key Responsibilities**
- I Health, Safety and Quality**
 - Lead Health and Safety, ensuring that it is front of mind for all team members
 - Health and safety procedures and understood and adhered to by the team
 - Ensure all incidents or accidents are loaded into Vault, investigated as required, as well as escalated to required parties in appropriate timeframes
 - Ensure all hazards are recorded into Vault and escalated to the Field Services Operations Manager where required
 - Participate in Health and Safety training as required
 - Take responsibility for personal Health & Safety in the workplace
 - Ensure that all quality systems are adhered to by the team to ensure consistency of work across the region
 - I Operations**
 - Develop a positive team culture with an emphasis on the NEC values
 - Model all NEC values
 - Ensure that rostering and resourcing is appropriate and enables us to meet our customer KPIs and SLAs including proactive maintenance, customer facing works and fault resolution
 - Work with the Field Services Operations Manager to ensure that appropriate cross skilling and training is carried out across your team to ensure all team members have the required knowledge to complete works now and in the future
 - Clearly communicate direction, policy and initiatives to the team and ensure that all required NEC training is completed within required timeframes
 - Provide regular feedback, conduct coaching sessions and performance reviews
 - Create commercial awareness through education and training
 - Develop succession planning

- Develop strong relationships with customers, including regular scheduled meetings
- Address customer complaints and dissatisfaction quickly
- Establish and maintain effective working relationships across NEC
- Be conversant with the basics of all customer facing contracts

I People & Team Leadership

- Provide outstanding leadership, inspiring the team to learn, grow, collaborate and exceed expectations
- Understand the drivers of employee engagement and develop and execute a plan to achieve highly engaged employees
- Actively expand the knowledgebase of the team, cross-skilling them in new/ different technologies, and building them into a high performing, well-oiled machine
- Communicate the vision and direction of Field Services in an engaging and compelling way so that the Field Services Team are aligned and cohesive

I Continuous Improvement

- Liaise with peers and provide input for improvement opportunities within the company
- Promote and encourage process improvement opportunities to further improve sales and business development
- Proactively review current processes and identify areas of opportunity alongside the Central & Southern Regional Manager and Field Services Operations Manager

Challenges

List 2 – 3 challenging aspects of the position

- I Leading a large team and ensuring that that formal engagement happens consistently
- I Ensuring that the workforce remains engaged in all aspects of work, including works undertaken for new customers
- I Ensuring that all team members are fully engaged in Health & Safety and understand the potential risks and impacts

Qualifications/Industry Certifications

Essential	Desirable
<ul style="list-style-type: none"> I Experience in the telecommunications industry I Full class one driver’s licence 	<ul style="list-style-type: none"> I Training and industry certification in current telecommunications technology I Relevant industry H&S training such as working at heights, confined spaces etc

Professional Experience

Professional work experience and skills relevant to the position

- I Experienced people leader, with the ability to motivate others
- I Experience in telecommunications industry
- I Experience in systems and permissions in telecommunication environment supports preferred
- I Adaptability and willingness to change to meet business demands

- | Customer and solution focused with a pragmatic and proactive working style
- | Commercial and financial awareness and strong analytical skills
- | Skilful decision maker
- | Self-motivated
- | Excellent written and oral communication skills
- | Good computer literacy skills and willingness to implement new technologies

Decision Making	
Decisions made independently by the role	Decisions/recommendations made after consultation with Manager
<ul style="list-style-type: none"> Rosters Training requirements for all team members All day to day decisions to ensure that customer SLA & KPIs are met 	<ul style="list-style-type: none"> New training that has a financial cost Major changes to staffing/rosters

Key Relationships	
Internal	External
<ul style="list-style-type: none"> Field Services Operations Manager Central & Southern Regional Manager Wider NEC team 	<ul style="list-style-type: none"> NEC customers

Work Health & Safety Obligations

Your health, safety and wellbeing is important to us at NEC. It is therefore critical that all employees take responsibility for the health, safety and wellbeing of themselves and others. To ensure a zero-harm approach and the well-being of all our people, you must comply with our policies and frameworks and ensure your own health, safety and wellbeing while at work and that your actions or inactions do not harm others.

Our Vision

Enabling secure identity and communication in a fast-moving world where every experience is connected.

Our Intention and Values	
Diversify and grow customers, our people, and our capability and revenue streams.	
Innovation	Collaboration

<ul style="list-style-type: none">Customer CentricCourage	<ul style="list-style-type: none">Excellence
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NEC Group Code of Values

The following core values are central to the organisations culture, attitudes and behaviour and it is expected that each employee will actively demonstrate their commitment to these values.

<ul style="list-style-type: none">Look Outward. See the FutureThink Simply. Display Clear StrategyBe Passionate. Follow through to the End	<ul style="list-style-type: none">Move Fast. Never Miss an OpportunityEncourage Openness. Stimulate the Growth of All.
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