

Position description

Title:	Regulatory Manager
Organisation:	Electricity Networks Aotearoa (ENA)
Location:	Wellington
Reports to:	Chief Executive
Direct reports:	None
Date:	.June 2024

Our vision

Electricity networks are safe, reliable, affordable and valued by consumers.

Our purpose

The ENA supports its members in leading the transition to a low-carbon, electrified economy for the wellbeing of our communities. We are the voice of the distribution networks.

Our values

- Transparency – frank and open communication.
- Integrity – honesty, fairness and ethics.
- Commitment - to serve our members and stakeholders by operating to high standards of professionalism.
- Change for good – together, we're doing the mahi to power our clean energy future.

Our priority outcomes

- Customer, kiritaki – Reliable, affordable, low-carbon energy.
- Climate, āhurangi – Lead electrification to meet climate goals.
- Collaboration, mahi ngātahi – Build partnerships to drive innovation in New Zealand’s energy future.

Purpose of the position

The Regulatory Manager works closely with the Chief Executive, ENA’s Regulatory Working Group and our members by playing a key role in providing thought leadership, analysis and setting the work programme for the regulations, standards and other policies that affect ENA’s members.

The role is accountable for ENA’s regulatory submissions, advice and guidance to members and managing our relationships with regulatory stakeholders.

Key requirements are the ability to provide high-quality regulatory advice and understanding how it may impact policy decisions, plan and implement agreed activities, support communications to member, effectively manage and maintain stakeholder relationships, and abide by ENA’s internal policies, processes and financial controls.

Key responsibilities and accountabilities

The Regulatory Manager has the following key responsibilities and accountabilities:

Regulatory programme coordination

- Assist the Chief Executive to develop and maintain a strategic approach to regulatory issues and help set the strategic direction and the regulatory agenda.
- Coordinate industry responses and approaches to electricity industry regulators.
- Coordinate and provide secretariat services for the Regulatory Working Group members, and its various subgroups, including organising meetings, writing papers, minutes, and follow-up actions.
- Chair and contribute thought leadership to meetings, including where matters are complex, sensitive, require negotiation or working towards solutions.
- Prepare, research, write, and coordinate a range of documents, such as submissions, to support the ENA’s specific deliverables.

Relationship management

- Maintain and grow relationships across a variety of functions and locations. Draw upon multiple relationships to exchange ideas, resources and know how. Actively seek to build and maintain a network of contacts.

Communications

- Ensure appropriate communications materials are generated which support open communication with key audiences, including members and external stakeholders.
- Work with the Communications and Engagement Manager to ensure any documents and/or communications are in line with the ENA communications' plan and brand.
- Ensure that regulatory work in progress is visible to the ENA team and key outputs are visible to all ENA members.
- Generate board papers to maintain visibility of the upcoming regulatory work stream to the ENA board.

Stakeholder engagement

- Proactively engage with key members and stakeholders to keep abreast of and ensure ENA provides an appropriate representative voice for the sector on regulatory issues.
- Coordinate relevant working groups and manage their work programmes to achieve their strategic outcomes.
- Enhance ENA's reputation by accepting ownership for accomplishing new initiatives and by exploring opportunities to add value for stakeholders whenever possible.
- Lead engagement with delivery agencies, stakeholders and/or government agencies to ensure the advice provided is practical and effective at all times.
- Attend appropriate networking events on behalf of the ENA.

Note:

The above role accountabilities may evolve and there may be other duties, relevant to your area of work, that you will be required to be performed from time to time.

The above expected results are provided as a guide for performance standards. The annual performance plan and measurements will be discussed and agreed between the position holder and manager as part of annual performance planning and development.

Decision making authority

This position works closely with the Chief Executive to support the organisation's strategy. The Regulatory Manager will deliver decisions in line with the guidelines, policies and procedures of the Electricity Networks Aotearoa.

Key relationships

Internal

- Chief Executive
- Policy and Innovation Manager
- Policy and Innovation Advisor
- Office and Events Manager
- Communication and Engagement Manager
- ENA Board members, via the Chief Executive.

External

- Electricity Networks Aotearoa members
- Regulators and government departments
- Relevant Working Groups
- Transpower and generator/retailers
- Other Stakeholders.

Person specification

To effectively carry out this role the following levels of experience, knowledge and skill have been identified:

- A relevant tertiary qualification.
- Significant proven experience working in a senior policy and/or regulatory affairs role.
- Understanding of the Commerce Act and economic regulation of monopolies under Part 4.
- Understanding of the Electricity Authority's oversight and regulation of electricity, and its implications for distribution companies.
- Ability to quickly build an understanding of the current context, policy agenda and priorities and can demonstrate flexibility, adaptability and strategic agility as the needs of the ENA and its members change.
- Experience in developing policies and positions that can be agreed among a broad group of stakeholders.
- Ability to think and interact strategically and innovatively while exercising sound judgement.
- Advanced critical thinker, able to use reasoning and judgement to identify policy issues and to shape any ambiguous, complex or unclear policy issues to create clarity for the purposes of discussion and/or agreement.
- Demonstrated ability in identifying strategic linkages between organisational and regulatory/pricing initiatives.

- Critically analyse information from a wide variety of sources and uses in-depth knowledge of regulatory issues to draw sound conclusions which take into account both the big picture and the detail.
- Demonstrated experience and well-developed ability to network with stakeholders.
- Ability to apply an outward-looking approach to building relationships with stakeholders, delivery agencies and government agencies and is able to manage differences of view and reflect them in advice and guidance.
- Excellent communication and relationship management skills and credibility to engage with and influence senior decision makers.
- Strong relationship management skills with the ability to effectively use these in a politically sensitive environment.
- Advanced knowledge of Microsoft Office applications including Word, Excel and PowerPoint.

Personal skills

- Action oriented and results driven.
- A high level of initiative and self-management.
- Highly-developed sense of ethics and integrity.
- Able to form effective relationships with a wide range of people.
- Able to share knowledge and consult with and respect the opinions of others.
- Excellent presentation and facilitation skills – effective at engaging participants in a variety of formal or informal settings or facilitating large groups.
- Works collaboratively as part of a team to meet shared objectives.
- Always cooperates with others in the smaller or wider team to get things done, with a spirit of being able to “muck in.”
- Builds strong relationships by gaining the trust and support of others.
- Able to be discreet and tactful while being openly communicative in style.

Health and safety

- Displays commitment through actively supporting all health, safety, and wellbeing initiatives.
- Demonstrates need to maintain own, and others’ safety at all times.
- Complies with policies, procedures and safe systems of work.
- Reports all incidents/accidents, including near misses in a timely fashion.
- Is involved in improving health and safety through participation and consultation.

Core organisational competencies for ENA

These are key areas of skill, knowledge and attributes that underpin successful performance in ENA. These five competencies are required for everyone in the organisation to achieve the professional standards that customers and colleagues expect.

Competency	Description
Customer focus	<p>Builds strong customer relationships and delivers customer-centric solutions, by:</p> <ul style="list-style-type: none">• Gaining insights into customer/stakeholder needs• Obtaining and using first-hand customer/stakeholder information to improve outputs• Acting with customers and stakeholders in mind• Delivering quality, accurate, timely service and customer focused solutions.• Identifying opportunities that benefit the customer and will improve service delivery• Building and delivering solutions that meet customer expectations• Establishing and maintaining effective customer relationships and gaining their trust and respect• Pro-actively partnering in pursuit of shared goals• Actively seeking and responding to customer feedback
Collaborates	<p>Support others, build partnerships and work collaboratively with others to meet shared objectives, by:</p> <ul style="list-style-type: none">• Working co-operatively with others across ENA and external stakeholder groups to achieve shared objectives• Balancing competing interests and priorities appropriately and in line with ENA's priorities• Identifying, engaging early and partnering with relevant stakeholders to get work done• Crediting others for their contributions and accomplishments• Gaining trust and support of others.• Addressing behaviours that do not align with the ENA culture• Seeking and respecting the views and opinions of others• Providing timely and helpful information to others across the organisation

Competency	Description
Cultivates innovation	Shape the agenda, create new and better ways for the organisation to be successful, by <ul style="list-style-type: none"> • Coming up with useful ideas that are new, better or unique • Challenging the status quo • Introducing new ways of looking at problems • Generating and adopting new and creative ideas, and putting them into practice • Encouraging diverse thinking to promote and nurture innovation
Action oriented	Take on new opportunities and tough challenges with purpose, urgency and discipline, by: <ul style="list-style-type: none"> • Readily taking ownership and action on challenges, without unnecessary planning, and being accountable for the results • Identifying and seizing new opportunities • Displaying a can-do attitude in good and bad times, and celebrating success • Not being fearful of acting with a minimum of planning • Stepping up to manage tough situations and encouraging colleagues to do the same
Decision quality	Make good and timely decisions that keep the organisation moving forward, by: <ul style="list-style-type: none"> • Making timely and sound decisions, even in the absence of complete information • Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions • Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required • Recognising when a quick 80% solution will suffice, and when it will not • Analysing information to make effective decisions in order to improve performance