

CONSTRUCTION SUPPORT ROLE SPECIFICATION



BACKGROUND

The Customer Delivery Directorate is responsible for the effective and efficient delivery of internal and external Customer facing work programmes.

There are three Depots organised on a geographical basis which enable the flexible deployment of resources and delivery of electrical overhead line and underground cabling work for the benefit of both customers and the business.

An opportunity has arisen for Construction Support within the Greater Belfast, East Depot. The Construction Support will depend upon their already practical understanding of electrical utility Network to fulfil the vital role in the work delivery team.

THE ROLE

The Construction Support works collaboratively with the Team Managers focusing on scheduling the work programmes within Customer Delivery.

There will be a strong focus on effective overhead line and underground jointing resource scheduling to ensure that work delivery is in line with customer requirements, quality and safety standards.

You will act as an office and site interface between the customer and Construction to ensure the local work programme is effectively scheduled.

The Construction Support will schedule all aspects of work as directed by the Team Manager, this will include the use of the IT systems to arrange and update work, arrange and issue work instructions to contractors, work with the supply chain to coordinate material deliveries from stores. Initiate Network outage requests, customer notifications for Network Access and compile the completed work packs for the Team Managers to issue to the Construction Teams.

The role is solutions-focused and relies on your knowledge and ability to build and maintain productive working relationships with a variety of stakeholders, particularly those which have a greater impact on the business. Your solutions are compliant, commercially sound, customer focused, delivered on time and on budget.

MAIN DUTIES & RESPONSIBILITIES

- Effectively support the Team Manager and the Customer Delivery team with a focus on creating a compliant yet seamless process for the customer.
- Support a safety focused culture when engaging with staff, contractors and customers.
- Work in a team with a culture of sharing information and knowledge where there is a focus on solving issues as a team with a “can-do” attitude and removing barriers to success.
- Act as a central point of contact for customer initiated construction queries.
- Work in a team with challenging targets and objectives focused on providing a modern and flexible customer service.
- Ensure a commercially sound and customer focused approach is developed, particularly in the scheduling of work programmes.
- Effective scheduling of Labour in a way that enhances working relationships, and improves performance and productivity.
- Problem solving for commercial issues while also enhancing customer relationships and the skill of the Construction Delivery team.
- Working with the Construction Delivery team and with colleagues, other internal teams and contractors to deliver a high quality service to customers every time and resolve conflicts quickly and efficiently.
- Ensure contestable and non-contestable works are treated equally.

- Financial awareness that ensures a commercially focused approach while ensuring compliance with processes and practices.
- Adopt a Continuous Improvement approach to processes and practices to deliver an innovative and agile service, including scheduling, budget control, and unit cost of work programmes.

THE INDIVIDUAL

Essential Criteria

It is **essential** that the successful candidate meets the following requirements.

- Proven experience and track record operating within an Electrical Distribution Network (including high voltage (HV)) or very similar environment demonstrating your ability to meet the demands of this role.
- Practical understanding of construction methods within overhead lines, underground cabling or Electrical HV Networks.
- Demonstrate the ability to act as a role model in the approach to all safety-related matters, thereby supporting and developing a safety culture.
- Sound understanding of NIE Safety Rules and Authorisations or similar Electrical Utility Safety Rules.
- Ability to analyse, prepare solutions and to solve issues presented by customers to deliver finished projects.
- Proven experience of delivering against commercial performance metrics as well as delivering improvements without compromising on quality.
- Proven experience of dealing directly and productively with contractors to deliver works on time, on budget and to the customer's satisfaction.
- Practical understanding of IT/Microsoft Office.
- Evidence of effective communication skills and ability to build relationships with colleagues, customers, and other stakeholders.
- A current driving licence.

Desirable Criteria

Ideally you should also possess:

- Working knowledge of overhead line or underground jointing construction methods.
- A sound knowledge of Job Management System (JMS) including scheduler.
- A sound knowledge of ICMS and E600 database.
- An understanding of effective work programming.

CORE COMPETENCIES

The person appointed must demonstrate the following core competencies:

Communication

Able to communicate information and ideas clearly and articulately both in oral and written form. Uses appropriate language, style and methods depending on audience and the purpose of communication. Able to convey complex information clearly. Anticipates the information that others will need.

Attention to Detail

Ability to process detailed information effectively and consistently. The ability to accomplish/complete a task while demonstrating a thorough concern for all the areas involved, no matter how small. This means monitoring and checking work or information, while organising time and resources efficiently.

Analysis / Problem solving

Able to identify and separate out the key components of problems and situations. Able to manipulate and interpret information from a range of sources, to spot patterns and trends in information and to deduce cause

and effect from this. Can generate a range of creative solutions, evaluate them and choose the most appropriate option

Team Work

Actively participates in team. Encourages co-operation. Aware of the needs of others and responds flexibly. Shares information and supports other team members. Can get things done through others and set realistic objectives. Seeks opportunities to develop others. Prioritises team goals over individual goals.

Safety

Knowledgeable of applicable standards, capable of identifying workplace hazards relating to the specific operation, and has the wisdom to highlight any issues.

Flexibility / Adaptability

Has actively sought to learn new things on own initiative. Has responded positively to change and adapted to new situations quickly. Able to take on a diverse range of tasks equally effectively.

Problem Analysis

The ability to detect problems, recognise important information, and link various; to trace potential causes and look for relevant details

Organised

Able to achieve results in a quality, timely, and cost-effective way. Sees priorities, plans the efficient use of resources, and monitors progress against objectives. Anticipates crucial stages in projects. Formulates alternative means of achieving objectives. Responds effectively to unforeseen events.

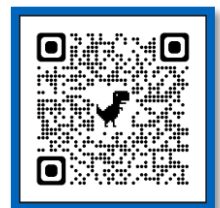
ADDITIONAL INFORMATION

The nature of the job demands that the post holder will be expected to travel from time to time. The successful candidate must therefore have the use of a vehicle. Company mileage will be paid at an appropriate rate.

THE PACKAGE

The competitive remuneration package for this position will be based on the skills and experience of the successful candidate, with progression opportunities.

The company also offers many other [benefits](#). (The QR code will take you to the benefits section of our website)



OUR PEOPLE MATTER

At NIE Networks we realise our employees are at the heart of our success and they are the future of an ever-changing energy industry. With employee wellbeing at the core of our approach, we are continually investing in our people and are committed to helping every individual reach their full potential through both professional and personal development. We believe in nurturing effective teams and high performing leaders to deliver the best possible service for our customers.

DISABILITY

NIE Networks will provide reasonable support to disabled applicants throughout the recruitment process. Applicants who may require special arrangements should identify this clearly within their application form to enable us to make any appropriate adjustments.

DIVERSITY AND INCLUSION

NIE Networks has achieved Silver, Diversity Mark Accreditation and is committed to equality of opportunity and acknowledges the unique contribution that all potential candidates can bring in terms of their education, ethnicity, race, gender, nationality, age, religion, disability, sexual orientation and opinions. Applications are

positively welcomed from all backgrounds and appointments are made on merit following a fair, open and transparent selection process.

HOW TO APPLY

Please submit a CV and cover letter together (detailing alignment to the essential criteria) via the NIE Networks recruitment portal www.nienetworks.co.uk/jobs (The best experience of this portal will be through the **Google Chrome** internet browser or click on the QR code.)



- Once you are in the careers page select the Construction Support role and click on **“Apply Now”**.
- You will initially be asked to create a “Candidate Area” by inputting your email address and a secure password – once you select “Create Candidate Area” you can then log in directly using these same details. The address that you register with will be the address that we contact you on.
- Select **“Apply for Vacancy”**
- Once you have created your profile upload both your CV and Cover Letter within your application.
- Please ensure to review your CV before submission as you will not have the opportunity to amend the CV once it has been submitted.
- You will receive an email confirmation once your CV and Cover Letter has been submitted (Please check your junk mail too).
- Late applications will not be accepted

Completed CV’s and cover letter must be submitted for the role no later than **11pm Wednesday 25 September 2024**.

NIE Networks is committed to the principles of public appointments based on merit with independent assessment, openness and transparency of process

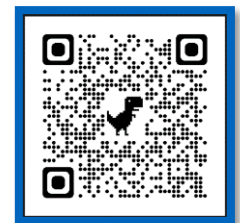
FOR YOUR INFORMATION

If you would like to view up to date information about NIE Networks please visit our website www.nienetworks.co.uk or scan the QR codes below.

About NIE Networks



About NIE Networks History



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