



**NATIONAL INSTALLATIONS & QUALITY MANAGER**

**JOB & PERSON SPECIFICATION**

**FEBRUARY 2010**



## JOB SPECIFICATION

| <b>ACCOUNTABILITY 1: Development &amp; Implementation of Installation Procedures</b> |  |   |
|--|--|---|
| <b>Responsibility Area</b>   | <b>Tasks</b>   | <b>Measures</b>   |
| <b>Scheduling</b>  | Document procedures for scheduling of jobs, implement same process to occur in all branches, train to that standard  | Completion of Operations Manual<br>Implementation of processes across all branches<br>Adherence to policies & procedures as identified in manual                                      |
|  | Improve the scheduling in all branches to: <ul style="list-style-type: none"> <li>• Meet the monthly installation targets</li> <li>• Decrease the Order to Installation time</li> </ul>  | Weekly Installation targets achieved<br>Additional requirements put in to place, where targets not able to be achieved<br>Reduction of Order to Install time from 6 months to 6 weeks |
|  | Involvement in the creation of software to deliver scheduling timetables for SSA, to remove the human time factor involved in scheduling   | Regular meetings with designated resource to develop software, implementation of trial for 1 <sup>st</sup> quarter FY 10/11   |
| <b>Post Installation Processes</b>   | Document, implement & train on all procedures for post installation procedures including but not limited to: receiving information back post installation, storing of photos, RECS paperwork/lodging, AR collections service calls | Completion of Operations Manual<br>Implementation of processes across all branches<br>Adherence to policies & procedures as identified in manual                                      |
|  | Ensuring branches meet the KPIs for measuring Post installation targets: <ul style="list-style-type: none"> <li>• Customers paying on installation</li> <li>• RECS Lodging time</li> <li>• CRM data integrity</li> </ul>           | 100% customers paying on installation<br>RECS lodged within 2 weeks of installation but moving to 72hrs of installations<br>CRM accurately reflects status of all jobs in system      |
| <b>Permission to Connect/Metering</b>  | Ensure processes in each branch are being followed to ensure fast approvals of PTC   | Operations Manual completed & processes implemented   |
|  | VIC Only – Develop, implement, train to implement faster independent electrical inspections following installations  | Operations Manual completed & processes implemented   |
|  | Meter Change Processes for each state are clearly documented & followed  | Operations Manual completed & processes implemented   |
|  | Improve timeframes of change over of meters where SSA contributes to delays  | Decrease in customer complaints<br>Decrease in meter change over times  |



## JOB SPECIFICATION

| <b>ACCOUNTABILITY 2: Improving Quality of Installation Standards</b> |  |   |
|--|--|---|
| <b>Responsibility Area</b>   | <b>Tasks</b>   | <b>Measures</b>   |
| <b>Installers</b>  | All installers are currently working under latest contract agreement   | Existing contracts updated & signed by all installers by December 2010  |
|  | Number of contractors engaged to complete installations meets Budgeted installation targets and ramp up schedules  | Installation Actuals v Budget results<br>Documented plans for increased capacities  |
|  | All installers have required CEC accreditation   | Copies of accreditation certificates for all installers kept on file  |
|  | Installation Manuals are provided to all contractors & records exist to manage the IP distributed to installers and the confidentiality of these manuals | Document register developed and maintained  |
| <b>Installation Quality</b>  | Installers are following the SSA Installation Manuals  | Results from audits post installation >95% correct information<br>Installers not paid until installs completed in accordance with standards |
|  | Development, documentation & implementation of Commissioning Process   | Operations Manual   |

| <b>ACCOUNTABILITY 3: Human Resource Management</b> |   |  |
|--|---|--|
| <b>Responsibility Area</b>                         | <b>Tasks</b>  | <b>Measures</b>  |
| <b>Recruitment</b>                                 | Identify human resource requirements of the Installation 'arm' of SSA business  | Defined position structures for warehouse operations<br>Working towards meeting those structures   |
|  | Work with approved resources to find new staff and have training program established so that processes are followed from day 1 of employment                                | All new employees trained & following company policies/procedures from Day 1 of employment   |
| <b>Staff Development</b>                           | Develop Performance plans for all employees within the installations/administration 'arm' of Operations, and work with employees to achieve growth and personal development | Each employee has own 'Personal Growth Plan'<br>Growth plans reviewed regularly through one on one sessions  |
|  | Conduct Performance Appraisals in line with company policies to achieve high performance levels of all employees working within Warehouse Operations                        | Performance Appraisals completed within company timeframes<br>Poor performance identified and action plans put in place for improvements<br>Recognition program for acknowledging outstanding performances |



## JOB SPECIFICATION

| <b>ACCOUNTABILITY 4: Reporting &amp; Continuous Improvements</b> |  |   |
|--|--|---|
| <b>Responsibility Area</b>                                       | <b>Tasks</b>   | <b>Measures</b>   |
| <b>Continuous Improvement</b>                                    | Review of all operational procedures every 6-12 months to identify improvements to assist with the growth of the business      | Schedule put in place to review processes & procedures Improvements implemented as determined & approved by relevant management members |
| <b>Reporting</b>   | Provides reports on all Key Result Areas as identified in above accountabilities   | One on One meetings with National Operations Manager<br>Performance Appraisals  |
|  | Running relevant reports from GP data & other sources to ensure compliance to the systems by employees in warehouse operations | Use of 'dashboard' for results in checking stock takes, inventory levels and inventory days   |

| <b>ACCOUNTABILITY 5: Company</b> |  |   |
|----------------------------------|--|---|
| <b>Responsibility Area</b>       | <b>Tasks</b>   | <b>Measures</b>   |
| <b>Equal Opportunity (EEO)</b>   | Demonstrate appropriate knowledge of, and commitment to, equal employment opportunity principles and anti-discrimination law in the workplace  | Abide by National and State Acts and company policies and procedures  |
| <b>Policies and Procedures</b>   | Familiar with policy, procedures and systems; ensure adherence to at all times<br>Ensure feedback is provided to relevant Branch & National Manager/s with regard to suggested changes or improvements to policies and procedures  | Follow policies & procedures as set by the National Management team<br>Locate the policies and procedures on SSA O drive and intranet<br>Any breaches of SSA policy will be dealt with immediately with appropriate consequences  |
| <b>Safety</b>                    | Comply with any direction or instruction aimed at protecting the Occupational Health, Safety and Welfare matters<br>Cooperate and consult with your manager in maintaining a safe working environment<br>Use safe working methods to maintain safe working conditions and avoid adverse effects on the health and safety of other employees<br>Reports immediately, any equipment or situation which has the potential to be a safety issue<br>Participates in problem solving processes to resolve OH&S issues. | Abide by policies & procedures as set by the National Management team in conjunction with State and National Legislation and Acts<br>Report Risks/Hazards and or incidents immediately with current documentation from the SSA intranet<br><a href="http://mysolarshop/ohs/default.aspx">http://mysolarshop/ohs/default.aspx</a><br>Follow company issues Safe Work Methods<br>Any breaches of SSA policy dealt with immediately with appropriate consequences for offenders. |



## PERSON SPECIFICATION

### Knowledge / skills

- previous experience leading a team of workers – especially locations;
- developed and implemented new processes to improve operational capabilities in previous roles;
- project management background;
- sound computing skills.

### Behaviours

- leadership skills – lead by example, want to develop co-workers/subordinates' abilities;
- organised – be able to handle many many tasks at one time
- process driven – can identify, document, implement, train and assess processes;
- flexible – ability to travel and work flexible hours dependant on the needs of the business and role.



## HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed by e-mail by e-mail to [12469@hender.com.au](mailto:12469@hender.com.au)

Telephone enquiries are welcome and may be directed to Andrew on (08) 8100 8836 or to Gill Manser on (08) 8100 8825.

### **Please Note**

Your application will be automatically acknowledged by a return e-mail.