



Project Administrator – Network Standards Refresh

Position Description

Location:	10 Chelmer Street, Oamaru
Reports to:	Communications and Customer Service Coordinator
Direct Reports:	Nil
Who We Are:	<p>We are a team of 100 passionate and dedicated staff based in the vibrant coastal town of Oamaru. Our district offers a great lifestyle, extending from the mountains to the sea with affordable housing and no traffic worries!</p> <p>We bring electricity from the national grid to over 13,500 customers in North Otago and parts of South Canterbury.</p> <p>Our mission is to promote regional growth and wellbeing through the provision of innovative and sustainable energy solutions for our customers and we are already delivering on our strategy to achieve this.</p> <p>We trust our people and care about their wellbeing. We provide modern, flexible working conditions, generous development opportunities and company health insurance.</p>
Work Requirements:	<p>This is a 12-month, fixed term position.</p> <p><i>Note: due to the 24/7 nature of our business, some work outside normal business hours may be required (e.g., during major faults, emergencies or for community event support)</i></p>
Our Values	

Overview of the role

As the Network Standards Refresh Project Administrator you will play a critical role in improving the quality, consistency, usability, and ongoing maintenance of Network Waitaki's network design and technical standards framework.

This 12-month fixed term role supports the structured project management of the Network Standards Refresh Project. The Project Steering Group (SG) will determine and prioritise the programme scope, and the Project Administrator will coordinate and deliver the agreed scope through to completion.

This will include:

- Support the SG to review, decide, and prioritise updates to standards and drawings, and deliver the approved changes
- Update and rewrite documentation to improve clarity, usability, and accessibility for staff and contractors
- Draft new standards where gaps are identified, for SG review/approval
- Embed continuous improvement processes to support ongoing review and maintenance beyond the project timeframe

A key success factor for this role is effective change management, ensuring staff are engaged, supported, and confident in adopting refreshed standards and improved ways of working.

Key responsibilities

Health and Safety

- Take responsibility for own health and safety and support the team to safe work outcomes.
- Ensure own actions keep self and others safe including following all required safety procedures and rules.
- Identify, report and assist to eliminate hazards in own workplace.
- Participate in local workplace safety management practices.

Project management & delivery

- Assist in the structured project management of the network standards refresh programme
- Develop and maintain work plans, milestones, risks, and dependencies
- Coordinate inputs from engineering, operations, asset management, health and safety, and customer service teams
- Track progress and provide clear status reporting

Network standards & documentation

- Review existing network design standards, technical standards, and standard drawings
- Rewrite and restructure documents to improve readability, accessibility, and practical usability
- Coordinate the review and update of standards to ensure consistency, currency, and alignment with organisational and regulatory requirements (with SG prioritisation and approval)

- Identify gaps and develop draft new standards or updates for SG review/approval, drawing on good practice and peer EDB approaches where appropriate

Change management, engagement & training

- Support development and delivery of change management approaches for refreshed standards
- Engage with staff early to understand needs, operational impacts, and improvement opportunities
- Support rollout of updated standards through briefings, workshops, and practical guidance
- Assist with development of training material, user guides, or reference tools to support adoption

Continuous improvement

- Establish and document continuous improvement processes for maintaining and reviewing standards
- Encourage and capture feedback from users to improve documentation quality and effectiveness
- Support integration of refreshed standards into business-as-usual processes
- Contribute to improvements in documentation governance, accessibility, and lifecycle management

Collaboration & culture

- Build strong working relationships across engineering, operations, asset management, health and safety, and customer service
- Collaborate with peer Electricity Distribution Businesses (EDBs) and relevant industry groups to share learnings and align with good practice where appropriate
- Facilitate open, constructive feedback to support practical, usable standards and continuous improvement
- Demonstrate a proactive, organised, and service-focused approach to supporting stakeholders

Performance indicators

- Delivery of agreed scope in line with SG priorities, with clear plans, milestones, and regular status reporting
- Standards and drawings updated and released through the agreed review and approval process
- Stakeholder engagement completed (briefings/workshops/guidance) with evidence of adoption support
- Peer EDB and good-practice benchmarking completed where relevant, with recommendations documented and progressed via SG

Preferred Attributes

Essential experience and skills

- Demonstrated experience in administrative, coordination, project support or project management role within a complex or technical environment
- Proven ability to engage and work with people across technical and operational roles
- Experience in change management, training or supporting adoption of new processes
- Strong organisational skills with attention to detail and ability to manage multiple tasks concurrently
- Clear verbal and written communication skills
- Competency using Microsoft 365 tools (including Word, Excel, Outlook, and Teams) for document preparation, coordination, and reporting

Preferred experience and skills

- Strong technical writing skills, particularly for engineering, technical or operational documentation
- Experience working with standards, procedures or controlled documentation
- Familiarity with document governance, version control, or review and approval workflows
- Exposure to electricity networks, infrastructure, or engineering environments
- Experience supporting training activities such as workshops, briefings, or development of user guidance

Qualifications (preferred, not required)

- Qualification or training in business administration, project coordination, communications, or a related discipline
- Project management or change management training or certification (formal or informal)

Key Relationships

Most Frequent Contacts

Communications and Customer Service Coordinator

Network Asset Strategy Manager

Engineering and Asset Management teams

Operations and Field Staff

Health and Safety

External Advisors, contractors and peer EDB contacts/industry groups

This position description outlines the key responsibilities and requirements of the role and may evolve as the project progresses.