

POSITION DESCRIPTION

Position details

Position title	Advisor
Team	Compliance Operations
Group	Legal, Monitoring and Compliance
Location	Wellington
Date	April 2025

Our purpose

We are a kaitiaki of electricity. Our purpose is to enhance New Zealanders' lives, prosperity, and environment through electricity.

How we work

The Electricity Authority Te Mana Hiko promotes competition in, reliable supply by, and the efficient operation of, the New Zealand electricity industry for the long-term benefit of consumers.

Our functions describe how we do this. We work to:

- Promote market development: To enable New Zealand's electricity markets to deliver better outcomes for consumers, we maintain a responsive regulatory environment that both reflects industry's current state and supports innovation and change. Key tools for market development include market facilitation measures and amending the Electricity Industry Participation Code.
- Monitor, inform and educate: Transparency and understanding are vital to the operation of the electricity markets. Our market monitoring, information and education work focuses on making data, information and tools available, increasing participation, and improving awareness of how electricity market's function.
- Operate the electricity system and markets: We are responsible for the day-to-day operation of the electricity system and markets. To achieve this, we contract out some services including the role of system operator, which provides the real-time coordination of sending generated electricity across the national grid to meet demand from consumers.
- Enforce compliance: We ensure the Electricity Industry Act, its regulations and the Electricity Industry Participation Code are followed by electricity industry participants. Our compliance function also helps improve the industry more generally, as lessons learned support our education of participants and help us to identify and resolve on-going or systemic issues.
- Protect the interests of consumers: We are responsible for protecting the interests of domestic and small business consumers in relation to the dealings of industry participants supplying their electricity.

More information can be found on our website www.ea.govt.nz.

Our values

The Electricity Authority has the following values:

Our people

We support the development of each other and work together to achieve our goals.

Boldness

We are decisive, forward thinking and not afraid to do the right thing.

Excellence

We are committed to producing the highest-quality work.

Openness

We are transparent in our work and listen to others.

Integrity

We are honest and trustworthy and treat everyone with fairness and respect.

Our group

The Legal, Monitoring and Compliance Group provides in-house legal services for the Authority through the Legal Team. The Compliance Operations Team who is responsible for monitoring, investigating, and enforcing compliance with the Code, the Electricity Industry Act and various regulations. The Consumer, Compliance and Projects Team is responsible for monitoring and enforcing the Consumer Care Obligations and supporting the Authority with project work. The Monitoring team analyses market activity and provides insights and information to internal and external stakeholders.

Purpose of this position

This position supports the Authority to meet its legal obligations under the Electricity Industry Act 2010, related regulations, and the Electricity Industry Participation Code 2010.

This role supports the day-to-day work of the Compliance team. A significant responsibility of this role will be the monitoring the compliance inbox, ensuring that participants and consumers receive accurate and timely responses.

The role will also be responsible for carrying out fact-finding into reported breaches, helping with proactive compliance monitoring, processing exemption applications, supporting compliance education and providing input into audit reports, under-frequency events, and policy development.

Working relationships

Reports to	Manager – Compliance Operations
Direct reports	Nil
Internal relationships	<ul style="list-style-type: none">• General Manager – Legal, Monitoring and Compliance• Manager – Consumer, Compliance and Projects• Compliance Committee• Authority Board members• All Authority staff
External relationships	<ul style="list-style-type: none">• Industry participants and stakeholders• Consumers and members of the public• Other government agencies• Consultants and service providers

Key accountabilities and deliverables

The key accountabilities listed below are not intended to be a complete or limiting description of the role and certain duties may change from time to time.

Compliance activities

- Monitor the compliance inbox so that enquiries are dealt with accurately and in a timely way.
- Deliver legally sound recommendations to decision makers on exemption applications, participant audits, alleged breaches, and underfrequency events.
- Support the preparation of written advice to the Board and Compliance Committee
- Undertake fact-finding enquiries in relation to breach notifications and recommend appropriate next-steps in accordance with our Compliance Strategy and Enforcement Policy.
- Assist in the development and delivery of the compliance monitoring programme
- Monitor compliance with the Act, regulations made under the Act, and the Code
- Stay up to date with trends and developments in electricity regulation, both locally and internationally.

Stakeholder engagement

- Communicate clearly and professionally to build understanding and trust
- Build positive relationships with stakeholders and participants
- Work with other teams to share knowledge and support continuous improvement across the Authority
- Provide timely, high quality and accurate advice to participants, stakeholders and other interested parties.

Work management and delivery

- Manage and deliver your own workload within agreed timeframes
- Contribute to team goals and be an active and positive team member.

Experience and knowledge

To be successful in this role you will have:

- A relevant tertiary qualification and/or equivalent work experience
- Experience working in a regulatory or compliance-focused environment
- Ideally, experience within the electricity industry.
- Strong written and verbal communication skills
- A working knowledge of the machinery of government, and how it applies to Crown Entities
- Proven ability to produce high quality work on time.

Behavioural specifications

We are looking for someone who:

- Has a strong attention to detail
- Communicates clearly and professionally with a wide range of people
- Can analyse and interpret legal, regulatory, or technical information
- Approaches challenges with resilience and a calm, solutions-focussed mindset
- Works well with others and contributes to a positive team culture
- Is open to learning and feedback, and actively seeks opportunities to grow
- Can manage different views and help find common ground
- Understands the relationships between different participants in the electricity sector