

POSITION DESCRIPTION

Position details

Position Title	Senior Investigator
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 & environment through electricity.

How we work

The Electricity Authority 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 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 markets 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 Act, regulations made under the Act and the 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 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

The purpose of this position is to assist the Authority discharge its statutory responsibility for ensuring industry compliance with the Electricity Industry Act, regulations under the Act and the Electricity Industry Participation Code. This includes investigating alleged breaches, facilitating settlements, enforcing compliance with the Code and where necessary, referring cases to the Rulings Panel.

The role may also be tasked with delivering compliance education, reviewing audit reports, processing exemption applications and under-frequency event determinations.

Working relationships

Reports to	Manager – Compliance Operations
Direct reports	Nil
Internal relationships	• General Manager – Legal, Monitoring and Compliance • Manager – Consumer, Compliance and Projects • Compliance Committee • Authority Board members • All Authority staff
External relationships	• Industry participants • Consumers / members of the public • Other government agencies • Consultants and service providers • External legal counsel • Rulings Panel/Courts

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.

Senior Investigator activities

- Lead and undertake fact-finding enquiries and discussions with industry participants in relation to breach reports and recommend further action in accordance with our Compliance Strategy and Enforcement and Prosecution Policy
- Complete formal investigations as prescribed in the Electricity Industry (Enforcement) Regulations 2010.
- Analyse evidence, make recommendations and initiate enforcement action including referrals to the Rulings Panel
- Engage with industry in relation to education and awareness to support the aim of reducing breaches of the Code
- Monitor compliance with the Act, regulations made under the Act, and the Code.
- Lead in the development and delivery of the compliance monitoring programme
- Provide sound advice and support to key stakeholders to achieve organisation outcomes
- Assist in implementing the VADE model as part of the Authority's Compliance Strategy
- Undertake such other duties as may be delegated to the position from time to time.

Stakeholder engagement

- Lead with purpose, communicating clearly to persuade and inspire others
- Connects with others by listening and reading people and situations to communicate tactfully and effectively
- Strengthen business performance and lead innovatively to foster continuous improvement at the Authority
- Participate as an active team member and contribute knowledge and expertise needed to achieve Authority outcomes
- Develop effective working relationships with Authority staff in order to transfer knowledge and learning to the wider organisation.

Workflow management

- Actively and independently plan and deliver on time projects and workload, with guidance from Manager - Compliance as required
- Provide coaching and mentoring to other Compliance and Authority staff as required

Experience and knowledge

To be successful in this role you will have:

- A relevant tertiary qualification and/or equivalent work experience
- Significant experience working in or with regulatory frameworks, ideally including investigations and enforcement
- A strong track record of investigation and analysis of complex financial, legal or technical matters
- A background in operation of markets, industry regulation and governance, or wider electricity industry supported by relevant tertiary qualifications in finance, law or electrical engineering or a related discipline.
- Experience interpreting legal and regulatory documents and applying them to real-world scenarios
- An understanding of how different electricity sector entities interact, or the ability to quickly learn this
- Ideally, prior experience in the electricity sector.

Behavioural specifications

We are looking for someone who:

- Thinks critically and analytically, and is aware of biases in decision making
- Is curious, adaptable and open to new ideas and perspectives
- Communicates effectively at all levels for a successful outcomes, able to express ideas succinctly and clearly, both orally and in written form
- Builds strong relationships, manages conflicting viewpoints, and works collaboratively
- Is self-aware, open to feedback, and committed to continuous learning
- Shows courage and integrity when making decisions
- Manages their time well, stays focused under pressure, and maintains composure in challenging situations.