

POSITION DESCRIPTION

Position details

Position title	Commercial Contract Manager
Team	Commercial
Location	Wellington
Date	August 2026

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.

Purpose of this position

The Commercial Contract Manager manages contracts for significant services that are critical to the Authority's objectives in line with Authority policies, guidelines and procedures. These include contracts for the delivery of external electricity market operation service providers (MOSPs) and other contracts that underpin day-to-day operation of the Authority.

Working relationships

Reports to	Head of Commercial
Direct reports	Nil
Internal relationships	Electricity Authority staff
External relationships	- Ministry of Business, Innovation and Employment (MBIE) - Transpower - Market Operations Service Providers (MOSPs) including System Operator, NZX, Jade, and EMS - Other significant providers of services - Participants and consumers - Other industry stakeholders, including auditors

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.

Contract Management

- Lead the management of your own portfolio of contract(s), in line with Authority policies, guidelines and procedures.
- Support the Head of Commercial to achieve the Authority's statutory objective and exercise our function to operate the electricity system and markets.
- Create and maintain assigned contract management plans.
- Manage day-to-day contract administration including, maintaining contract standards, systems and processes, and regular meetings.
- Lead or input on contract renegotiations.

Performance and Assurance

- Manage performance of service providers against the Act, Code and relevant contract.
- Oversight of the provider's performance across multiple domains with input from relevant experts, including the Authority's Finance, Risk, Policy, and ICT teams.
- Maintain documentation and records relating to the contract, including customer correspondence and status reports.
- Monitor financial activity, cost and performance including the validation of invoices against contracts.
- Deliver reporting to Board and relevant sub-committees as required.
- Assist in coordinating organisational responses to sector, market, or firm-level events.

Relationship and Stakeholder Management

- Develop and maintain robust and trusted relationships, providing feedback and clarity on decisions and actions.
- Ensure clear plans on frequency of engagements, information sharing channels, and meetings are established.
- Collaborate internally to ensure risks are recorded and appropriately mitigated.
- Manage escalations and contract relationships.
- Listen to, identify and address problems promptly, and explain decisions and actions in an impartial way.

Experience and knowledge

- Proven experience in the successful and proactive management and administration of contracts.
- Experience of performance monitoring and conducting supplier reviews.
- Stakeholder and relationship management, with the ability to negotiate and drive positive outcomes.
- Strong spoken and written communication skills.
- A strong understanding and awareness of relevant industry developments.
- A relevant Tertiary qualification is desirable.

Behavioural specifications

- The ability to think analytically and critically while mitigating analytical and decision making biases.
- Curiosity, flexibility and openness in integrating ideas, information and differing perspectives.
- Courage, decisiveness and lead with integrity.
- A willingness to self-assess and show commitment to own development.
- A commitment to encouraging feedback on own performance and adapts your approach.
- Resilience and demonstrate composure.
- An appreciation of the relationships between the different industry entities that make up the electricity sector.
- Highly developed skills in investigation and analysis of complex and difficult issues.
- An ability to communicate effectively at all levels for a successful outcome. The ability to express ideas succinctly and clearly, both orally and in written.