Service Enhancement Lead

Specifics

Reporting to
Customer Relationships Enablement Lead

Practice/ Team
Enablement Team

Business Service
Customer Relationships

Date
May 2025

Welcome

We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.

Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.

Role Purpose

As the Service Enhancement Lead, you will play a pivotal role in driving continuous improvement across our Customer Relationship hubs within our home and business value streams. You will lead and coach a team of Service Enhancement Specialists, embedding agile ways of working and ensuring the delivery of work that supports performance and capability uplift, data-informed decision-making, and streamlined operations across our customer hubs.

You'll work collaboratively across the Enablement Team and the broader organisation to optimise workflows, simplify how we work, and ultimately improve the experience of both our people and our customers.

Responsibilities

- **Change Leadership:** Lead and support team members through transformation initiatives by applying strong change management practices.
- **Agile Enablement**: Champion agile ways of working and foster a culture of adaptability, continuous improvement, and sustained value delivery across the team and wider organisation.
- **Team leadership and people development** Provide day-to-day support and guidance to team members, ensuring clear priorities, regular check-ins, and a consistent focus on sustainable performance.
- **Data-Driven Enablement:** Ensure customer hubs have timely access to the right data to support daily performance management and informed decision-making.
- **Capability Uplift:** Maintain visibility of current capabilities across all customer hubs and lead initiatives that support consistent uplift and improvement.

- **Strategic Leadership:** Act as a key member of the Customer Relationships Enablement leadership team, contributing to strategic planning and prioritisation that aligns with Retail OKRs.
- **Insight-Driven Planning:** Leverage data and insights to identify opportunities and inform forward work plans that deliver measurable improvements in service performance.
- **Workflow Optimisation:** Review and refine existing workflows and processes to improve efficiency and reduce complexity for our people.
- **Cross-Team Collaboration:**
Work closely with all areas of the Enablement Team to deliver integrated, high-impact initiatives that support the evolving needs of our customer hubs.

Skills and Experience

- Minimum of 2 years' experience delivering in an agile environment, with a strong understanding of agile principles and practices.
- Proven experience in leading agile transformation or embedding agile ways of working within service teams.
- Experience using workflow management/contact centre technology platforms or equivalent systems that drive optimisation and customer experience.
- Excellent communication and interpersonal skills, with the ability to influence, collaborate, and build strong relationships at all levels of the organisation.
- Demonstrated leadership capability, with a track record of building and developing high-performing teams.
- Strong analytical and problem-solving abilities, with a focus on data-driven decision-making.
- Comfortable working in a dynamic environment, with a strong delivery focus.
- Experience managing and collaborating with service platform vendors and external partners.

Be a good human

Be in the waka

Be gutsy

Enabling Team Lead

As an Enabling Team Lead, I am

- A strategic leader responsible for guiding and developing the Enabling Team to support and empower Squads, Value Streams and other Enabling teams
- A subject matter expert who provides critical functional expertise and thought leadership to drive efficiency and independence in teams
- A collaborator who works closely with Value Streams, Squads & Stakeholders to align the team's efforts

And, I am not

- A traditional manager focused solely on task delegation and operational oversight without strategic involvement
- A solitary specialist working independently without engaging with other teams or the wider business context

Role Purpose

Lead a team of subject matter experts within your area of expertise

Develop and refine clear services and empowerment frameworks for Squads and Teams to utilise.

Grow critical enabling capabilities within the team to make Squads and other teams more efficient, faster, and independent

Support Value Streams and Business Services by providing specialist advice, knowledge, and skills development

Structure

Enabling Teams deliver work which allows other areas of the business to deliver on their goals, objectives and KPIs.

Enabling Teams will also have their own goals, KPIs and quarterly plans.

Subject matter experts from Enabling teams may be borrowed and embedded into Value Stream squads each quarter.

Skills and Mindsets

Subject matter expertise
- Deep understanding of the specific functional area or craft
- Ability to translate complex technical concepts into practical solutions
- Expertise in developing and maintaining toolkits, frameworks, and best practices.

Individual skills
- Strong leadership and people management skills
- Excellent communication and collaboration abilities
- Proficiency in planning and prioritisation
- Adaptability and problem-solving skills in dynamic environments

Mindset
- Growth-oriented, with a focus on continuous improvement and learning
- Empowering and supportive, fostering independence and efficiency in teams
- Customer-centric, with a commitment to delivering value and aligning with business goals
- Thought leadership mindset, staying ahead of trends and driving innovation within the area of expertise.

Key Responsibilities

Strategic leadership and service delivery
- Set and communicate the strategic goals and vision for the Enabling Team
- Own and manage the team's backlog, ensuring resources are allocated effectively
- Provide high quality and timely services and advice
- Deliver agreed outcomes to Value Streams and Business Services

Development of people and capabilities
- Empower Value Streams and Business Services by growing their skills, practices, shifting behaviours or processes.
- Focus on building healthy team dynamics to create high performance
- Maintain toolkits and frameworks for the business to consume
- Regularly assess team processes, tools, and methods, seeking opportunities for innovation and efficiency improvements

Stakeholder engagement
- Understand the needs of squads and other teams to drive improvement of tools and services
- Understand organisational priorities and aligning enabling team priorities with those