



# Platform Manager

## Specifics

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### Reporting to

Digital Platforms & Performance Lead

### Practice/ Team

Platforms & Performance

### Business Service

Digital & Product

### Date

October 2024



## Welcome

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**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'.

## Responsibilities

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- Manage the operation, maintenance, and optimization of Retail platforms, ensuring reliability and security, and fit to business and customer needs.
- Understand platform capabilities and manage the roadmap for platform changes and enhancements that support Value Streams.
- Lead vendor relationships, ensuring adherence to service level agreements and commercial terms, managing and resolving incidents as required.
- Lead the implementation of new platforms and contribute to the selection of solutions that meet business needs.
- Collaborate with cross-functional teams to drive platform innovation and support agile delivery across value streams.

## Role Purpose

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As a Platform Manager, you'll manage the operation and development of the technology platforms that enable us to make energy cleaner and cheaper for Aotearoa/NZ.

This role is central to the creation a new digital solution for Retail, you'll collaborate across value streams to implement and manage the platforms that underpin secure, high-quality digital experiences that deliver value for customers and for Meridian.

You will also play a key role establishing culture, defining technical standards, and building a depth of technical knowledge and craft within the team.

*Please read together with the Enabling Team Member role profile.*

## Skills and Experience

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- Proven experience in managing technology platforms and systems.
- Strong understanding of platform security, compliance, and performance management.
- Expertise in vendor management, including contract negotiation and performance monitoring.
- Experience in platform selection, implementation, and driving system improvements.
- Excellent project management and communication skills, with a focus on aligning technology with business needs.
- Ability to collaborate across teams to optimize platform solutions for customer and business outcomes.



# Enabling Team Member

## As a member of an Enabling Team, I am

- A subject matter expert within my area of expertise with a deep understanding of my functional area/craft
- Focused on supporting and empowering Squads, Value Streams and other Enabling teams with specialist advice and support
- Curious and innovative and passionate about customer experience and value

## And, I am not

- A solitary specialist working independently without engaging with other teams or the wider business context.

## Role Purpose

Provide critical enabling capabilities 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.

Enabling team members may be allocated to a squad to help provide specific inputs or services

## Skills and Mindsets

### Subject Matter Expertise

- Deep understanding of the specific functional area or craft
- Ability to translate complex technical concepts into practical solutions

### Individual skills

- Excellent communication and collaboration abilities
- 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

### Deliver quality outputs

- Adhere to frameworks and guidelines to deliver with consistency and to set standards
- Maintain toolkits and frameworks for the business to use
- Challenge to continuously improve the quality and speed of output delivery
- Support achievement of enabling team goals and KPIs

### Teamwork

- Foster a growth mindset, encouraging your team-mates to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn
- Be a valuable & contributing member of relevant teams
- Support teams to build knowledge and capabilities to become independent and empowered

