



Commercial Pricing Analyst

Specifics

Reporting to

Pricing Revenue Lead

Practice/ Team

Pricing Revenue Enabling Team

Business Service

Retail Strategy & Commercial

Date

October 2024



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'.

Responsibilities

- Support wider Retail to develop and deliver market facing promotions, products & services.
- Ensure the smooth end to end implementation of price changes (network and energy), working as part of a wider project team to effectively implement the change whilst supporting stakeholders.
- Ensure customer are correctly billed and any issues resolved.
- Provide analysis and insights to understand the impact of price changes or a range of price change scenarios on customers and carry out analysis to better understand customer behaviour.
- Provide alternative plan options/renewals to customers.
- Create tools to automate existing and new processes.
- Maintain complex data sets, create pricing structures, load and update rates, apply and manage discounts, promotions and credits.
- Ensure both internal and external rate cards and websites, apps etc. (including third party) are up to date and accurate at all times..
- Provide subject matter expertise through commercial insights and analysis to inform and support change.

Role Purpose

This role acts as a subject matter expert in the Commercial Pricing space, working closely with peers from other teams to develop, maintain and deliver competitive rates to the market and ensure a smooth customer journey. The role is also involved in supporting pricing for new product offerings and ensuring our customers are on the most appropriate plans.

This is a varied role which will see you involved in a wide range of activities from maintaining complex data sets, updating pricing, providing analysis and insights and creating new processes and tools to support and grow our customer base.

Skills and Experience

- Excellent communication, networking and influencing skills.
- Degree in Mathematics, Economics, Commerce or similar discipline.
- Experience in commercial roles, preferably within the electricity sector.
- Proficient SAS programming skills and advanced excel modelling skills.
- Great work ethic and a passion for learning new things.
- Strong numerical and problem-solving skills with a high attention to detail.
- Highly competent at providing comprehensive analysis and reporting.
- Effective at articulating ideas.
- A team-player
- Openness to others' ideas and new ways of doing things.
- Visual basic scripting skills & Power BI, Power Query and Power Apps desirable.



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

