



Job title : Manager Compliance, Framework & Codes  
Qualification : Bachelor/ Master  
Major : Business Administration or equivalent  
(or related field)  
Position Code : 015

#### General Responsibilities:

- Assist in drafting required regulations and modifications for all new services introduced by the Distribution and Supply providers for the Director's review.
- Advise on reviews of the key Codes of practice specified in the Distribution and Supply Licenses including the Customer Complaint Handling Procedure, the Late Payment Code, the Connection Statement, the Supply Terms, special Needs Code of Practice and Efficient Use of Electricity Code of Practice and to assess modifications submitted by the Distribution and Supply providers to ensure consistency with license requirements and the protection of the customer interest.
- Develop performance KPIs for the Distribution and Supply providers including incentives and penalties. Develop reporting framework and data/audit certification arrangements for completion by relevant Licensees and ensures that reports are completed on time.
- Develop an annual plan for monitoring Distribution and Supply providers' customer service activities and identify major trends.

#### Qualification and Experience:

- Fifteen years Master/ eighteen years Bachelor of experience in relevant field.
- Management, Leadership & coaching.
- Problem solving & critical thinking.
- Verbal and written communication skills.
- Outstanding communication (Verbal & written) and Interpersonal.
- Good knowledge of Microsoft Word, Excel and PowerPoint.