

Job ID: 5005

Location: Waltham, Massachusetts

Organization: Work Scheduling and Dispatch

Department: WORKFORCE MANAGEMENT

About us

Every day we deliver safe and secure energy to homes, communities, and businesses. We are there when people need us the most. We connect people to the energy they need for the lives they live. The pace of change in society and our industry is accelerating and our expertise and track record puts us in an unparalleled position to shape the sustainable future of our industry.

To be successful we must anticipate the needs of our customers, reducing the cost of energy delivery today and pioneering the flexible energy systems of tomorrow. This requires us to deliver on our promises and always look for new opportunities to grow, both ourselves and our business.

National Grid is hiring an Analyst, Work and Scheduling Management in Waltham, MA.

Job Purpose

The Gas Business Enablement program is a major long-term investment in our US gas business to enhance compliance and to improve customer service, rate case strategy and performance. This program is a significant undertaking for the business as we standardize and simplify our operational processes, upgrade the technical systems they run on, build on our compliance programs in a rapidly changing external environment, develop and enhance how we use technology in the field and ensure we have the right talent and resource plans to successfully deliver to our customers. The Analyst, Work and Scheduling Management position is a highly visible role and requires commitment to the success of the Gas Enablement Team.

Key Accountabilities

The primary responsibility of the Analyst, Work and Scheduling Management role is to assist in the development and delivery of standardized end-to-end processes to support the future business. The Analyst, Work and Scheduling Management will collaborate across all Field Operations and Gas and Electric Meter Services driving for consistency across all legacy operating companies with specific efforts to improve efficiency and leverage best practices.

This individual will work very closely with the Performance Excellence Organization by leveraging the capabilities (i.e. personnel, methodology and tools) to identify opportunities for improvement in safety, operations, performance management, customer service and compliance. This role will assist a team of internal and external consultant partners aligned with the Work and Scheduling Management Process. The successful candidate will assist working groups actively collaborating in the development and

delivery of improved end to end processes, through diagnosis, design, test/refine and implementation phases while minimizing disturbance to the day to day business and ensuring compliance with regulations.

Key Accountabilities include:

- Analyze, design, and deliver new business processes related to Work and Scheduling Management.
- Work with the business and other stakeholders to assess current capabilities and identify high-level customer requirements.
- Identify and escalate project risks, financial risks and employee resistance; partners with CMO to develop change activities to mitigate risks and gain alignment with US Gas business leaders and key stakeholders.
- Set up and maintain requirements.
- Work with the internal team and consulting partners to define metrics and performance goals.
- Participate in transitioning the requirements and use cases to the business, and ensure a clear and complete understanding of the requirements.
- Assist in translating requirements and use cases into test conditions and expected results, performance, and user acceptance testing.
- Participate in quality management reviews of the end to end process designs, and other requirements to ensure they fulfill the requirements of the Gas Business.
- Serve as a liaison to the business community. Participate in a user and task analysis to maintain the business community's perspective. Ability to work with both union represented and management personnel to build engagement and design ease of use and sustainability into new processes and systems.
- Serve as a resource for the change enablement team as they evaluate training and performance support needs and design the training and performance support products.

Supervisory/Interpersonal Experience Required

- Track record of developing working relationships quickly and effectively across all levels of the organization.

Qualifications:

- Knowledge & Experience Required:
- Minimum of a Bachelor's degree preferably in an engineering/analytical business discipline or demonstrated experience with a considerable breadth and depth across maintenance, customer service, asset management, capital delivery and emergency response, preferably in implementing large scale change in a customer focused organization.
- 2+ years' industry experience working with Operations teams or equivalent.
- Experience with activities focused on delivering superior operational performance and continuous improvement.
- Ability to work cooperatively across diverse teams with potentially conflicting goals and objectives
- Experience working on a broad team comprised of diverse expertise and skills
- Experience with utility industry policies, procedures, field operations, organization structure, budgetary process, regulatory processes and labor agreements.
- Strong MS Office suite, project management software skills.
- Experience working in an Agile development environment.

Capability Requirements:

- Analytical Thinking: Sees multiple relationships with the project or program, identifying several likely causes or consequences of a situation to establish contingency plans.
- Information Seeking: Establishes the facts by digging deeper, asking probing questions and challenging initial responses from different sources.
- Impact and Influence: Adapts approach and considers what is important to the audience by tailoring message accordingly.
- Leveraging Networks: Actively builds and maintains a network of relationships, both internal and external to the organization.
- Teamwork and Collaboration: Possesses positive expectations for team members and expresses regard for them and encouragement.
- Adaptability: Is receptive to change and is willing to change ideas or opinions based on new information, program variations and project scope changes.

More Information

National Grid is an equal opportunity employer that values a broad diversity of talent, knowledge, experience and expertise. We foster a culture of inclusion that drives employee engagement to deliver superior performance to the communities we serve. National Grid is proud to be an affirmative action employer. We encourage minorities, women, individuals with disabilities and protected veterans to join the National Grid team.

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