



Senior Manager Customer Products and Solutions

Working for the future of our state.

August 2026

HORIZON
POWER

Position Title	Senior Manager Customer Products and Solutions		
Division	Customer	Leader Title	Executive General Manager, Customer
Level	Salary Level 10	Direct reports	Up to 4 direct reports
Budget	Opex - \$1M Capex - \$30M	Total Headcount	Up to 11
Horizon Power’s purpose and link to this position	Delivering clean energy solutions for regional growth and vibrant communities with our shared purpose, values and empowering beliefs, driving our culture by leading and managing the end-to-end development and delivery of customer products and solutions for Horizon Power’s diverse customer base. The position ensures commercial outcomes are optimised via the proactive management of retail products throughout their lifecycle, encompassing both traditional electricity products and services (tariffs, pre-payment, payment services, regulated offerings) and distributed energy solutions for customers, including access to renewables and storage, energy management services, EV’s and other new revenue opportunities. This role is responsible for the achievement of the organisations strategic initiative to develop and launch solutions that ensure all customers have the opportunity to access affordable energy and participate in the energy transition.		
Key Strategic Themes & Initiatives			
Strategic Theme: Customer Led Decarbonisation Strategic Theme: Affordable Energy		Strategic Initiative 3: Drive coordinated CER uptake Strategic Initiative 4: Create accessible impactful products	
Principal Accountabilities	% Of Work Time	Summary of Accountabilities	
Key Deliverables	60%	- Responsible for the management and optimisation of the product portfolio, including lifecycle management. - Responsible for the development and delivery of Horizon Power’s new product roadmap and strategy - Identify and target customer segments and optimisation opportunities informed by customer reporting and performance insights - Lead the design, delivery, post implementation review and handover of nominated strategic projects and/or solution development activities to approved scope, quality, schedule and budget - Develop project budgets, schedules, business cases and associated financial models to achieve product objectives (e.g., EPC/EPCM contracts and major equipment purchases)	
Leadership	20%	- Providing leadership, mentoring, and professional development to Customer Products and Solutions team - Managing the day-to-day performance team members to ensure achievement of key deliverables	
Stakeholder Management	10%	- Ensure internal relationships are maintained, in particular primary stakeholders, Regional Operations Managers, Communications, and Technology & Digital Transformation - Proactively build strong relationships with LGA’s, regional key enterprise customers, and relevant government agencies	

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Planning	5%	Responsible for developing the Customer Products and Solutions strategic plan
Financial	5%	Managing the financial performance of the Customer Products and Solutions team to achieve annual budgets

Qualifications	
Education	• Tertiary qualification or equivalent experience in a relevant field is essential • Post graduate qualification in a business management field is desirable
Typical Experience & Attributes	• Extensive experience with accountability for commercial outcomes • Extensive experience delivering products and solutions • Significant relevant industry experience, skills and knowledge covering some or all of the following: ○ Retail products and services; ○ Energy systems planning, design, operation and maintenance; ○ Renewable energy technologies; ○ Financial analysis evaluation principles and methodologies; ○ Commercial and retail aspects of the energy industry; and ○ Project management techniques • Significant experience in managing a diverse group of internal and external stakeholders • Significant experience in leading and developing a diverse team of professionals • Strong commercial acumen and change management skills
Executive Competencies	
Thought	• Manages Complexity Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems • Customer Focus Building strong customer relationships and delivering customer-centric solutions • Business Insight Applying knowledge of business and the marketplace to advance the organisations goals
Results	• Optimises work processes Knowing the most effective and efficient processes for getting things done, with a focus on continuous improvement • Drives Results Consistently achieving results, even under tough circumstances • Action Orientated Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm
People	• Collaborates Building partnerships and working collaboratively with others to meet shared objectives • Builds effective teams Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals • Drives vision & Purpose Painting a compelling picture of the vision and strategy that motivates others into action
Self	• Instills trust Gaining the confidence and trust of others though honesty, integrity and sincerity • Manages Ambiguity Operating effectively, even when things are not certain, or the way forward is not clear