Job Profile

Contract Officer – Metering Operations

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Operations & Maintenance	**Career Stage**	D
Job Function	O&M Management	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	**Last Modified Date**	9/07/2026
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	0
People Leader	No	**Indirect Team Size**	0

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

Accountable for assisting the management of multi-million dollar contracts, to deliver civil maintenance related works and services at best value for Sydney Water. Key tasks include planning and coordinating the delivery of works and services, verification of payment claims, site inspections, plus data analysis and reporting.

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Accountabilities

Job Specific	Operational Management • Manage contractors to deliver on contract elements, works and services that directly impact Sydney Water contracts, projects, customers, and reputation. • Manage operational interfaces between private partners/ contractors and internal business units • Use technical knowledge to prioritise allocated work packages to meet business needs • Support incident response and participate in incident debriefs, implementing identified solutions into work practices • Investigate and manage the resolution of customer complaints and enquiries in a prompt and courteous manner and record in Sydney Water systems Commercial Management • Contribute to monthly financial reporting for allocated contracts including cost period reports and budget and contract tracking reporting. • Contribute to commercial analysis of options and decisions in line with regulatory requirements and operational outcomes. • Deliver cost effective works and services through the contractors and make decisions to achieve this. • Assess site specifics with job details and determine most cost-effective method to complete the works, meeting customer and stakeholder requirements. Contract Management • For the assigned work portfolio/s, ensure the delivery of the work plan, services and assigned projects on time and within approved budget. • Follow Sydney Water contract management policies and procedures, and ensure contracts meet compliance, probity, audit and statutory requirements. • Assist in the administration of contracts including review and process monthly contract payment claims, evaluating performance, contract variations, cost adjustments, contract extensions and dispute resolution. • Apply time management principles to minimise the risk of poor contractual outcomes. • Conduct contract audits and site inspections for safety, environment and quality parameters on a risk-based frequency. • Manage the effective delivery of contract related projects including monitoring, evaluating and reporting on performance, effectiveness and benefits realisation. Identify and manage risks and issues, to ensure project objectives are achieved • Manage the assigned elements of contracts to achieve the balance of operational, commercial, risk, and regulatory outcomes. • Monitor contractor performance against KPIs and contractual requirements. This includes collection and analysis of relevant data with a view to identifying opportunities for improvement. • Support the implementation and delivery of contract management and its compliance (Health, Safety, Environmental, Quality, Program, Community) • Ensure compliance with all relevant legal and regulatory requirements and all relevant Company and Group policies and processes. • Contribute to contract management activities including the development of Contract Management Plans, and facts sheets, system updates and other reports • Schedule and participate in Contract management and performance meetings including recording minutes and actions. • Provide accurate reporting to Clients, stakeholder, and management as required • Draft responses to customer enquiries and assist with the drafting of Ministerial, Board and Executive correspondence. • Determine whether partner requests are within the scope contracts, providing advice and alternative options when not within scope of contracts Contract Development

	• Provide insights in the development, negotiation, and establishment of contracts. • Contribute to the completion of procurement activities (development of procurement strategy, contract documentation, tender evaluation and onboarding of contractors). Leadership • Work constructively as one team to achieve team outcomes. • Contribute to a high performing team culture and commit to the improvement of safety, customer, public health, and environmental outcomes. • Role model Sydney Water values and behaviours and participate in a constructive and supportive working environment. • Provide mentoring, support, technical advice, and training to team members. • Identify capability gaps and collaborate with your manager to improve team effectiveness. • Provide input to prioritise work across the team. • Authorised to make decisions within standard procedures and delegations. • Self-manage completion of tasks to ensure safety, quality, time, cost requirements are met. • Support continuous improvement of corporate and business systems and create new ways of working. • Assign work to contractors/internal employees, coordinate activities between multiple stakeholders and monitor completion. • Develop and maintain strong relationships with internal stakeholders and private contractors/ partners to deliver effective outcomes. Safety • Be accountable for own safety. Wear appropriate personal protection equipment (PPE), and comply with Sydney Water's safety procedures, and contractor requirements on site. • Champion safety and wellness and understand safety accountabilities. • Ensure that for allocated contracts work is planned and delivered in accordance with Sydney Water Work, Health and Safety (WHS) policies and procedures. • Ensure contractors have suitable safe systems of work, monitor compliance, and verify through site inspections. • Undertake field inspections of contractors for safety and performance (typically <10% of the time for this role) • Complete and maintain safety related training as required • Facilitate and contribute to Hazard Identification and Risk Assessment (HIDRA)'s and risk assessments for allocated work with Contract Partners and other stakeholder • Contribute to the management, investigation and reporting of safety incidents in safety systems

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Role Requirements

Education / Qualifications

Required	•
Desired	• Tertiary qualifications in contract management, or project management.

Certifications / Licences

Required	•
Desired	• Drivers' licence • Construction Induction (White Card)

Experience

Required	• 3+ years relevant contract / project management experience, and/or relevant water industry construction or maintenance experience. • Knowledge in contract management, including an understanding of compliance, probity and audit requirements and how they relate to commercial contracts. • Very good written and verbal communications skills, including listening and interpretation. • Ability to form strong, positive working relationships with internal and external stakeholders, with a genuine customer focus. • Ability to present complex and varied data in a concise and easily understood manner. • Computer literacy (moderate to high level) in the application of software package's used in the Business. • Experience in contract management and dispute resolution. • Experience in ensuring work programs are completed safely, on time, within budget, and to a quality supported by a strong audit methodology and continuous improvement ethos.
Desired	• Experience with SAP for contract management and operational processes such as managing assets, purchasing, receipting, Etc.

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)	
Capability	**Descriptor**
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.

Functional Skills			
Skill	**Priority**	**Essential or Desirable**	**Proficiency level**
Contract Management	1	Essential	Intermediate
Project Management	2	Essential	Intermediate
Supplier Performance Management	3	Essential	Intermediate
Risk Management	4	Essential	Intermediate
Technical Writing	5	Essential	Intermediate
Invoicing	6	Essential	Intermediate
Negotiation	7	Desirable	Intermediate
Purchasing	8	Desirable	Intermediate
Supplier Identification And Selection	9	Desirable	Developing
Regulatory Compliance	10	Desirable	Developing

Proficiency Level Descriptors

Developing - Building practical experience, needs continued coaching.

Intermediate - Independent execution, minimal guidance**.**

Advanced - Fully independent execution, coaches' others.

Mastery - Strategic, sought as expert internally and externally.

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the Acceptable Use of Information Technology Policy and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.