Sydney WATER

Job Profile

Delivery Solutions & Systems Director

Group: Infrastructure Delivery

Job Summary

To be completed by People and Culture team			
Job Family	Strategy, Change & Planning	**Career Stage**	G
Job Function	Business Planning and Strategy	**Career Stream**	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	**Last Modified Date**	11/09/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	3
People Leader	Yes	**Indirect Team Size**	10-15

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

The Delivery Solutions & Systems Director role provides enterprise-level leadership for the design, governance, integration and continuous improvement of delivery systems, project processes, procedures, and enabling solutions across Infrastructure Delivery. The role establishes a single point of accountability for aligning project lifecycle frameworks, business systems, process architecture, data, and digital enablement to support effective, efficient, and compliant infrastructure delivery outcomes. The role is also accountable for establishing and overseeing Infrastructure NSW (INSW) gate, assurance, and regulatory submission requirements, including executive-level narrative and evidence-based reporting, ensuring alignment with NSW Government and Sydney Water's governance frameworks. This is a strategic, future-state leadership role, focused on system architecture, project process design, assurance, automation and scalable operating models.

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Accountabilities

Job Specific	• Establish and lead the Delivery Solutions & Systems function for Infrastructure Delivery to integrate systems and process optimisation into a cohesive capability, ensuring consistent and scalable capital delivery practices and processes. • Own the end-to-end strategy for Infrastructure Delivery systems, processes, and digital enablement to improve delivery performance and ensure alignment with enterprise platforms and standards. • Define and govern how enterprise systems, tools, and data structures are applied within Infrastructure Delivery, partnering with teams i.e. enterprise architecture and business improvement teams to embed delivery requirements while ensuring alignment with enterprise standards while meeting capital delivery requirements. • Establish and lead the prioritisation, sequencing, and delivery of Infrastructure Delivery system and process initiatives ensuring benefits realisation and maximising business value across capital programs through measurable improvements in delivery performance, efficiency, assurance, and alignment with enterprise investment priorities. • Drive automation, standardisation, and simplification of Infrastructure Delivery processes using enterprise-aligned technology solutions to improve efficiency and consistency across projects. • Provide executive-level advice to senior leaders on systems maturity, assurance readiness, and delivery performance risks. • Own and embed the Infrastructure Investment Capital Delivery (IICD) framework and as it applies to Infrastructure Delivery systems and processes to ensure consistent, compliant and auditable delivery of infrastructure projects. • Ensure project processes support investment decision-making, assurance requirements, benefits realisation and regulatory obligations to enable robust governance and transparent capital outcomes. • Drive continuous improvement of Infrastructure Delivery projects and processes using assurance insights, delivery data and lessons learned to strengthen performance and reduce delivery risk across programs. • Liaise and partner with various stakeholders across the organisation i.e. Digital, Finance, Asset Knowledge, Strategy and Enterprise teams to limit duplication and ensure effective system integration, interoperability and alignment with Enterprise Solutions. • Establish and own the INSW reporting and assurance framework for Infrastructure Delivery to ensure consistent, accurate, and audit-ready submissions aligned to enterprise data and governance standards. • Act as the accountable owner for INSW data integrity, reporting consistency, governance sign-off and assurance readiness to ensure outputs are accurate, defensible, and aligned to external assurance expectations. • Oversee and assure the preparation, coordination, and quality assurance of INSW gate submissions, assurance artefacts, and executive briefing papers (predominantly narrative and evidence-based) to support successful gateway outcomes and capital investment decisions. • Ensure delivery systems and source data support accurate, auditable inputs into INSW assurance and gate documentation for Infrastructure Delivery to strengthen assurance confidence and reduce rework. • Coordinate and manage responses to INSW queries, findings, and recommendations, integrating INSW requirements into broader delivery governance, performance reporting and assurance frameworks. • Escalate INSW-related risks, issues, or data integrity concerns as required to mitigate impacts and support timely, informed decision-making. • Establish and drive clear operating models, accountabilities and performance expectations across the function to enable effective decision-making, governance discipline, and delivery of Infrastructure outcomes at scale.

	• Build capability, succession, and a high-performance, improvement-led culture across systems and process disciplines to ensure sustainable capability and continuous uplift in Infrastructure Delivery performance.

Role Requirements

Education / Qualifications

Required	• Tertiary qualification in Engineering, Business, Information Systems, or related discipline, or equivalent experience.
Desired	

Certifications / Licences

Required	• Systems/process certifications.
Desired	• Lean, Six Sigma, SAFe, or TOGAF

Experience

Required	• Extensive senior leadership experience in enterprise systems, process optimisation, or digital enablement. • Proven experience leading multi-disciplinary system and process teams. • Demonstrated capability in regulatory, assurance, or government reporting frameworks. • Experience overseeing executive-level and external stakeholder reporting, including assurance reviews. • Strong track record of delivering scalable, technology-enabled solutions. • Executive-level stakeholder management and decision-making capability. • Experience embedding project processes into enterprise systems and reporting platforms.
Desired	

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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 (F-H)	
Capability	**Descriptor**
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.

Functional Skills

Skill	Priority	Essential or Desirable	Proficiency level
Strategic Thinking	1	Essential	Advanced
Process Optimisation	2	Essential	Advanced
Governance	3	Essential	Advanced
Stakeholder Management	4	Essential	Advanced
Business Acumen	5	Essential	Advanced
Troubleshooting (Problem Solving)	6	Essential	Advanced
Influencing Skills	7	Essential	Advanced
Decision Making	8	Essential	Advanced
Performance Analysis	9	Desirable	Intermediate

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.