



Job Profile

Executive Assistant

Group: Infrastructure Delivery

Job Summary

To be completed by People and Culture team			
Job Family	Administration	Career Stage	D
Job Function	Executive and Operational Support	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	3/08/2026
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

The Executive Assistant serves as a trusted advisor and strategic support partner to the Executive General Manager, Infrastructure Delivery, providing proactive executive support that enhances leadership effectiveness and organisational performance. The role is accountable for managing competing priorities, coordinating executive governance and business operations, and ensuring the seamless delivery of commitments across the Group. Working with a high degree of autonomy, judgement and confidentiality, the position acts as a central point of coordination for executive activities, stakeholder engagement, governance obligations and leadership team operations. The role anticipates requirements, identifies and resolves issues, and ensures information, decisions and actions are effectively managed and progressed. The Executive Assistant supports the preparation and coordination of executive-level communications, board and committee papers, reports, briefings, presentations, submissions and correspondence, while fostering strong relationships

across Sydney Water and with external stakeholders. The role contributes to the effective functioning of the leadership team and enables the EGM to focus on strategic priorities and organisational outcomes..

Accountabilities

Job Specific	The key accountabilities of this role include, but are not limited to: • Provide proactive executive support to the EGM and leadership team, exercising sound judgement, discretion and initiative to manage priorities, facilitate decision-making and ensure the effective operation of the Group. • Support the drafting, review and coordination of complex documentation and correspondence, including Executive papers, Board and Committee papers, submissions, presentations, briefings and communications. • Provide coordination and quality assurance support for Executive, Board and Committee papers, including managing reviews, consolidating feedback, monitoring deadlines and ensuring compliance with corporate secretariat requirements. • Coordinate leadership team projects, strategic planning activities, workshops, forums and events, ensuring outcomes and actions are effectively managed and progressed. • Proactively identify, coordinate and escalate matters requiring executive attention, ensuring relevant information, context and recommended actions are available to support effective decision-making. • Coordinate the preparation, quality assurance and timely submission of meeting papers, briefs, reports and executive correspondence. • Manage end-to-end coordination of inputs, actions and deliverables associated with Executive, Board and Committee meetings, ensuring deadlines are met and outcomes are tracked to completion. • Coordinate leadership team meeting agendas, papers, records of discussion, actions and follow-up activities. • Manage the EGM's workflow, administration and information management processes, ensuring deliverables are prioritised, monitored and completed within required timeframes. • Exercise strategic diary management, balancing competing priorities, protecting executive time and ensuring meetings are supported by appropriate context, agendas and briefing materials. • Manage sensitive, confidential and commercially sensitive information with the highest level of discretion and professionalism. • Establish and maintain effective document management and record-keeping systems in accordance with organisational requirements. • Coordinate travel, and logistics associated with internal and external business engagements. • Coordinate procurement, financial and administrative transactions on behalf of the EGM, ensuring activities are processed accurately, efficiently and in accordance with corporate requirements. • Reconcile corporate card expenditure and monitor associated financial obligations to ensure compliance with relevant policies and procedures. • Build and maintain effective relationships with internal and external stakeholders, acting as a key point of coordination and ensuring enquiries and issues are managed professionally and efficiently. • Anticipate emerging issues and proactively coordinate responses, escalating matters with recommendations and proposed solutions where appropriate.
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Education / Qualifications

Required	Diploma in Management or Business Administration and/or equivalent level of skills and knowledge gained from practical experience in a similar role.
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Experience

Required	- Demonstrated experience operating in executive support, governance, project, operational or business coordination roles within a complex organisational environment. - Exceptional written and verbal communication skills, with the ability to prepare, review and coordinate high-quality correspondence, reports, presentations, briefing materials and executive documentation. - Strong organisational and coordination skills, with the ability to manage competing priorities, exercise sound judgement and deliver outcomes within tight and often changing timeframes. - Demonstrated ability to work effectively across a diverse stakeholder environment, building trusted relationships and influencing outcomes through collaboration, professionalism and credibility. - Experience coordinating executive governance processes, including meeting coordination, action management, reporting and document control. - Strong analytical, research and problem-solving skills, with the ability to synthesise information, identify key issues and support effective decision-making. - Demonstrated ability to manage sensitive and confidential information with discretion, professionalism and integrity. - Experience responding to complex, urgent and often competing business demands in a fast-paced environment. - Highly developed planning, organisation and time management skills, with a strong focus on quality, accuracy and attention to detail. - Proficiency in Microsoft 365 and contemporary digital workplace tools, with the ability to leverage technology to improve efficiency, coordination and business outcomes. - Demonstrated ability to operate autonomously whilst effectively supporting senior leaders and working collaboratively across teams
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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 (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
Business Writing	1	Essential	Intermediate
Interpersonal Communications	2	Essential	Advanced
Stakeholder Management	3	Essential	Intermediate
Organisational Skills	4	Essential	Advanced
Prioritization	5	Essential	Advanced
Detail Oriented	6	Essential	Advanced
Troubleshooting (Problem Solving)	7	Essential	Advanced
Influencing Skills	8	Essential	Intermediate
Analytical Skills	9	Essential	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.