



Job Profile

External Interface Lead

Group: Infrastructure Delivery

Job Summary

To be completed by People and Culture team			
Job Family	Supply Chain & Procurement	Career Stage	E
Job Function	Contract and Supplier Relationship Management	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA/ICE	Last Modified Date	17/09/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

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 primary purpose of the role is to support the management of interfaces between the Sydney Water project and third party government agencies and utility/infrastructure asset managers excluding communities. The Interface Lead will assist in coordinating and maintaining communication between the project and third parties where there are potential impacts to their assets or projects to promote technical, logistical, and contractual requirements are met on time and within the approved scope. The Interface Lead will support the Interface Manager and the project to mitigate risks, resolve conflicts, and ensure the efficient flow of information to achieve project success.



Job Specific	Accountability and deliverables
	The Interface Lead would be responsible for, but not limited to, the following tasks: • Support the Interface Manager in undertaking interface activities. • Initiate contact with relevant government agencies whose assets (land, access, infrastructure, systems, etc.) may be impacted by the project. • Support the development of appropriate interface agreements (e.g., Exchange of Letters, Memorandum of Understanding, or Interface Deed). • Maintain governance structures for managing interfaces with third parties. • Prepare documentation required to obtain relevant Delegated Authority sign-off for interface agreements • Attend and minute relevant interface meetings. • Monitor that the third parties are fulfilling their obligations under the interface agreements. • Safeguard the project and Sydney Water's interests against potential third-party issues. • Collaborate with the project team to monitor and meet agreed interface requirements. • Help resolve interface issues, including escalation as necessary. • Share lessons learned with other Sydney Water projects to drive continuous improvement • Understanding and communicating complex technical and commercial issues to the satisfaction of key stakeholders. • Negotiating, resolving and documenting complex technical and commercial arrangements. • Promoting innovative and appropriate commercial outcomes for Sydney Water while maintaining appropriate ethical and confidentiality protocols. • Managing key internal and external stakeholder relationships, addressing their diverse expectations and potentially conflicting agendas, fostering their optimal engagement and contribution to the development and implementation of commercial strategies. Communication • Escalate issues, keep informed, advise and receive instructions to the Manager. Provide regular updates on key projects, issues and priorities. • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes. • Build collaborative working relationships to promote achievement of whole-of-project and whole-of-program success and to ensure consistent processes and communication. • Manage extensive internal consultation by identifying and resolving conflicts and / or impacts and providing a single co-ordinated response to interface issues. • Develop and maintain effective working relationships to facilitate consultation, collaboration, and exchanging information. • Develop and maintain effective working relationships with key government agencies, contractors, and service providers to facilitate consultation, collaboration, and exchanging information.



Role Requirements

Education / Qualifications

Required	Relevant tertiary qualifications or demonstrated equivalent professional experience.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Familiar with working in a commercial environment, with a capacity to understand commercial acumen - Familiar with development and implementation of the third party interface agreements for major infrastructure projects, especially linear projects. - Familiar with and a sound understanding of the legislation, policy, processes and practices involved in planning for and delivering major projects within a government setting - At least 5 years of experience in project management, third-party management, or a related role within the construction and infrastructure industry. - Familiar with managing external stakeholders, contractors, and other government agencies in large-scale infrastructure projects. - Familiar with managing third-party interfaces, including contractual, technical, and commercial aspects of third-party relationships. - Understanding the infrastructure industry covering processes and project lifecycle, including design, procurement, access, licences, construction, and commissioning. - Strong communication, negotiation, and interpersonal skills with the ability to manage complex relationships with external parties. - Ability to problem-solving skills and the ability to navigate challenges related to third-party interfaces and deliverables. - Ability to develop and maintain comprehensive documentation, including reports and meeting minutes.
Desired	

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
Stakeholder Management	1	Essential	Advanced
Program Management	2	Essential	Advanced
Project Schedules	3	Essential	Intermediate
Operational Risk	4	Essential	Intermediate
Regulatory Compliance	5	Essential	Intermediate
Product Requirements	6	Essential	Intermediate
Negotiation	7	Essential	Intermediate
Troubleshooting (Problem Solving)	8	Desirable	Intermediate
Conflict Resolution	9	Desirable	Intermediate
Report Writing	10	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.