



Job Profile

Program Lead

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Portfolio & Project Management	Career Stage	TBC
Job Function	Business Project/Program Management	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	16/04/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	2-4
People Leader	Yes	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

Lead the timely development of integrated, adaptive and optimised long-term plans for assets, systems and regions that achieve the organisations objectives, priorities, obligations and customer insights. The role is responsible for contributions to plans led by other parts of System Planning and Land Acquisition (SPLA) as agreed. Assist to implement change management and business improvement required to deliver the right planning outcomes as per the Asset Creation Process. Responsible for managing and coaching team to attain the right balance of scenario planning to ensure adaptability of plans with timely delivery and execution. Responsible for identifying project tasks for project team's planning activities and that capabilities development is prioritised towards organisational priorities. The plans will produce outcomes and options that balance levels of service with cost and risk and will include inter-system and cross-product considerations. The investments could be in the range of \$100 million or more. Responsible for a program-based outcome where applicable.



Accountabilities

Job Specific	As a member of the SPLA team, the Planning Program Lead is responsible for the delivery of comprehensive, efficient, and up to date plans for their area of responsibility. Accountabilities and deliverables include: • Plan for future products and services that support the needs of Sydney Water's growing customer base and meet customer and business expectations. • Lead the development of planning activities and processes including preparing and communicating plans and business cases, ensuring the quality of planning outputs and solutions • Collaborate with subject matter experts across Sydney Water to understand, assess and propose plans to deliver required services, while balancing risk and cost. • Ensure plans are delivered in a timely fashion, while also undertaking sufficient scenario planning to apply an adaptive approach that prevents rework during downstream parts of the asset creation process. • Realise integration opportunities across systems, drivers, customers, catchments, resources, materials, products and services. • Develop short, medium and long term infrastructure investment plans and supporting totex (capital and operating) requirements. • Ensure plans developed reflect: ○ Alignment with LTCOP priorities ○ Economic efficiency (lifecycle, cost benefit and cashflow) ○ Growth needs ○ Compliance and performance gaps ○ Customer preference priorities ○ Prevailing Government policy in relation to service and urban outcomes and ○ Risk appetite • Ensure integrated water cycle management, water sensitive urban design, circular economy, carbon zero, sustainability, climate change, resilience, systems thinking and adaptive planning practices are incorporated into planning. • Plan for Sydney Water's suite of products and services, including raw water, drinking water, wastewater, stormwater, recycled water, purified recycled water, biosolids, energy production and other products as necessary. • Apply expert knowledge to make decisions on the quality requirements of planning activities. • Make and recommend planning decisions using good judgement, expertise and knowledge, and evaluate risks, governed by the application of regulations, best practice and business policies and procedures. • Provide expertise and technical knowledge in integrated water cycle management and system planning that contributes to planning outcomes and the development of best-practice planning approaches. • Effectively present planning insights for effective decision making, advocate a point of view, addresses difficult questions and resolves planning related conflict in a positive, non-confrontational manner and facilitate complex planning related meetings and discussions. • Build rapport and maintain internal and external relationships to enable effective consideration of stakeholder needs and expectations in planning processes and projects as well as an ability to influence and negotiate with planning related stakeholders. • Provide expert professional planning advice within and outside the organisation. • Manage a small team, including performance management and other line management responsibilities. • Manage PSC engagements
---------------------	--



	• Create value for customers, improve planning efficiency and enhance adaptability to change, by challenging and continuously improving existing processes through systemic improvements. • Preparing ministerial and stakeholder correspondence
--	--



Role Requirements

Education / Qualifications

Required	Tertiary qualification in Engineering, Infrastructure Management, Planning, Science or a related discipline
Desired	Desirable - post graduate qualifications in Business, Engineering, Infrastructure Management, Planning, Science or similar related qualification

Certifications / Licences

Required	
Desired	

Experience

Required	10 - 15 years' experience, with demonstrated experience and skills in the development and management of integrated approaches to urban water service and infrastructure planning - Experience effectively leading and taking accountability for complex planning programs and/or projects, including scoping and delivery of complex projects with several other project interfaces or other interrelated issues. - Demonstrated written, verbal and interpersonal communication skills both internal and external to the organisation, with the ability to establish credibility. - Demonstrated successful experience dealing with stakeholder groups, internal and external. - Experience in coaching, mentoring and technical skill development - Expert knowledge and experience of integrated and adaptive planning approaches, including scenario planning. - Demonstrated experience in challenging status quo practices - Experience in successful project delivery - Experience in successful business case development is desirable. - Experience in project management is desirable. - Strategic thinker with proven planning, influencing, negotiation and facilitation skills. - Ability to optimise and present solutions based on different levels of risk, cost and performance - Demonstrated experience system-based planning, design and/or operations (minimum of 10 years) - Excellent written and oral communication skills with a demonstrated ability to prepare advice and briefing notes to senior management.
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			
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
Water Supply Networks	1	Essential	Advanced
Water Resource Management	2	Essential	Advanced
Strategic Planning	3	Essential	Mastery
Water Services	4	Essential	Advanced
Influencing Skills	5	Essential	Mastery
Business Acumen	6	Essential	Advanced
Complex Problem Solving	7	Essential	Advanced
Risk Management	8	Essential	Advanced
Business Writing	9	Essential	Advanced
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.			

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.