



Business Analyst WRR

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	Career Stage	D
Job Function	Business Analysis	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA13	Last Modified Date	7/09/2026
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 Business Analyst provides data analysis and reporting within Business Customer Accounts, ranging from operational and management reporting to investigation and analysis of business issues and identification of improvements.



Job Specific	The Business Analyst will take the lead in business customer process reporting and analysis, including: • Business Customer Accounts monthly reporting • Annual reporting on trade waste indicators for Performance Indicators report • Compliance reporting relating to backflow and trade waste • Work within the Customer Experience QMS • Provide timely and accurate reports on behalf of Business Customer Accounts highlighting trends, analysis, results and appropriate commentary. • Reporting involves the collection, audit and reporting of large amounts of data. • Use modern business tools to extract and present reports to a range of stakeholders. • Collect, store and analyse large amounts of data. • Development of information systems to assess performance and improve processes, • Provide data analysis for various business scenarios, strategies, business cases, performance and customer service policies. • Manipulate data from a range of systems and platforms. • Implement and maintain information systems. • Maintain knowledge of current and emerging technology and products that could be utilised to enhance business performance and customer service. • Engage and influence stakeholders in the development and delivery of business improvements and regulatory requirements. • Communicate status of business performance and identify improvement opportunities through discussions and meetings. • Keep relevant stakeholders informed of potential impacts on business performance • Maintain measurement, analysis and reporting processes for Business Customer Accounts. • Identify, prepare options, and recommend improvements to business processes based on analysis. (data driven solutions) • Report on performance relating to business customer services: ○ Service Level Agreements ○ Inbound and outbound customer activities ○ Compliance for backflow and trade waste management ○ Ad-hoc data requests from customers, stakeholders and other parts of the business
----------------------------	---

Role Requirements

Education / Qualifications



Required	Tertiary qualifications in an appropriate discipline or relevant experience in a similar role.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	5 years' experience in a business analyst role - Excellent understanding of relational databases and SQL skills - High skill level in SQL Developer, Oracle database environments, Microsoft Access - Well-developed computing skills (Excel, Power BI, SAP Business Objects, Word, Powerpoint) - Ability to learn and utilise new systems and tools - Knowledge of regulatory and compliance requirements and how they apply to Sydney Water - High level of attention to detail - Demonstrated ability to work with minimal supervision to meet deadlines - Good stakeholder engagement skills - Plain English writing skills - Excellent written and oral communication skills with the ability to liaise effectively with internal and external stakeholders
Desired	SAP (IS-U and CRM) experience would be desirable

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
Decision Making	1	Essential	Advanced
Influencing Skills	2	Essential	Advanced
SAP Applications	3	Essential	Advanced
Automation	4	Essential	Advanced
Statistical Analysis	5	Essential	Advanced
Power BI	6	Desirable	Intermediate
Presentations	7	Desirable	Intermediate
Relational Databases	8	Essential	Advanced
Business Reporting	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.			

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.