



Job Profile

Business Customer Operations Leader

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Strategy, Change & Planning	Career Stage	F
Job Function	Business Planning and Strategy	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	13/05/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	Up to 12
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 an area team of multi-disciplinary water industry professionals to holistically manage Sydney Water's connected business customers. Empower the team whilst ensuring accountability for their activities remains to a level of high performance. Own the complex, high value, high risk business customer value chain in a defined geographical territory. Oversee the management of trade waste, backflow prevention and other customer compliance obligations to meet Operating Licence conditions, minimise impact to our operations and to ensure protection of our customers, employees, Sydney Water networks and associated infrastructure. Provide expert advice to our customers on our products and services, charging structures, property compliance and water conservation. Be commercially aware of the existing revenue contribution of the customers with the defined geographical territory. Support the delivery of new products and

services to customers to achieve increased customer advocacy and beneficial revenue recovery outcomes for Sydney Water. Support the broader Business Customers leadership team by owning and delivering key strategic programs of work and business initiatives.



Job Specific	• Lead a multi-disciplinary team of water industry professionals responsible for case managing complex connected customer issues and one on one relationships with significant, high risk and high revenue, business customers, ensuring that service delivery meets agreed service levels. • Lead the team to effectively fulfil its obligations to ensure asset protection and worker safety, through effective trade waste management at customer sites. • Facilitate beneficial reuse and circular economy ambitions and meet legislative and regulatory obligations, including the Sydney Water Act and IPART Determination, applicable environmental legislation and Environmental Management System certification compliance. • Manage performance of team members to ensure the effective delivery of business customer risk management and value-add programs. • Lead activities within the assigned territory to resolve gaps in customer coverage and associated revenue recovery. • Manage the delivery of unique programs of work in line with strategic planning priorities developed for specific territories. • Develop formal responses to external parties including the Energy and Water Ombudsman, the Minister and the EPA and respond to GIPA requests and subpoenas. • Ensure the team resolves pollution incidents through effective pollution source investigations. • Manage escalated customer complaints that cannot be resolved by the assigned Business Customer Representative or other staff member. • Enable staff to deliver market offerings to customers and identify opportunities for new or improved products and services. • Provide expert advice on business customer processes, policies and systems, including those relating to trade waste, water conservation and use of alternative water sources. • Resolve issues and disputes by acting as an advocate within Sydney Water for connected business customers and represent Sydney Water externally to achieve amicable resolutions. • Provide technical input into the development and implementation of guidelines, processes, procedures, work instructions, systems and business-wide initiatives. • Provide cost-centre level financial forecasts and track operational expenditure. • Represent Sydney Water in dealings with other Government Departments, peak bodies and other industry associations and organisations, as they relate to business customers. • Engage with relevant staff from Councils to deliver effective risk management outcomes. • Implement actions identified through audits and inspections. • Ensure staff are competent and aware of their role requirements, including obligations under relevant regulatory and legislative requirements, and work with L&D where required to raise competencies. • Maintain the accuracy of business customer data. • Present at customer/industry briefings and provide case studies for publication. • Fleet management.
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	• Establish and maintain effective operational and strategic relationships with key business customers, driving customer focused outcomes while protecting our customers, staff and operations. • Collaborate with industry associations at a representative level. • Build internal and external networks to achieve effective business outcomes. • Work with a range of value makers at executive level. • Responsible for the safety and wellbeing of staff who regularly work in the field and at customer sites, including in lone worker scenarios. • Guide and support direct reports so that they are focused and connected to Sydney Water’s vision and strategy for managing safety and wellness, including through sharing lessons learned and safety moments at team meetings. • Exhibit visible safety leadership. • Manage the range of risks associated with the scope of the team activities. • Ensure the timely capture of any incidents in SWIRL. • Participate in health, safety and wellbeing activities such as wellbeing support programs, incident investigations, safety meetings and training. • Ensure consistent compliance with all relevant regulatory requirements and Sydney Water policies in the execution of operational tasks by the team members. • Manage staff wellness and resilience. Respond quickly and appropriately to any evidence of wellbeing impact due to work activities. • Communicate all relevant safety alerts and learnings to team members in a timely manner, and act swiftly on any safety concerns raised by staff.
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Education / Qualifications

Required	Tertiary qualifications in business, science, engineering.
Desired	

Certifications / Licences

Required	Class C driver's licence.
Desired	

Experience

Required	- At least five years in utility-based operational roles. - Highly developed leadership skills, including the ability to set business direction, build commitment, foster high performance and enable change. - Demonstrated ability in people leadership with a 'people first' based approach - Experience in motivating and inspiring team members to reach their potential - Detailed knowledge of key business customer risks in a water industry context, including trade waste/source control and backflow prevention. - Well-developed ability to negotiate persuasively and resolve conflict, optimising business and customer outcomes. - Highly effective skills in communicating with influence and maintaining relationships with key stakeholders. - Experience managing complex projects with multiple stakeholders. - Demonstrated experience in successfully managing a high workflow environment. - Demonstrated ability to build trust, influence and communicate effectively in forums and at all levels. - Demonstrated understanding of business customer servicing and relationship management needs. - Ability to drive customer and organisationally focussed outcomes. - Ability to apply a commercial and customer mindset and creatively solve complex problems - Well develop written and oral communication skills. - Highest standard of professional integrity, and a high degree of personal resilience
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 (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
Team Building	1	Essential	advanced
Operational Performance Management	2	Essential	advanced
Strategy Execution	3	Essential	advanced
Customer Advocacy	4	Essential	advanced
Delegation Skills	5	Desirable	advanced
Dealing With Ambiguity	6	Desirable	advanced
Critical Thinking	7	Desirable	advanced
Analytical Skills	8	Desirable	Intermediate
Program Management	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.