



Job Profile

Developer Experience Performance & Insights Lead

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	Process Improvement	Career Stream	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	15/04/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	5-7
People Leader	Yes	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

This role is responsible for improving developer experience in Sydney Water by analysing data, feedback and insights, identifying and delivering improvement initiatives that result in improved developer experience and business improvements. You will drive people, process, technology and governance initiatives that will support our teams to enable step-changes in developer experience, including implementing reporting frameworks and tools to measure our success.



Job Specific	Leadership and management accountability • Lead and engage staff to understand Sydney Water's corporate strategy and direction, and role model Sydney Water values and behaviours to create a positive productive working environment. • Align staff to Growth and Development vision and objectives and build a high-performance culture through role clarity, open and constructive communication, and effective leadership practices. • Manage leave and other flexible working arrangements of staff to ensure levels of service are maintained, and the needs of the business is met. • Mentor, coach and develop capability of team members to enable delivery against KPIs, and to facilitate succession planning and career development. • Performance management as required to ensure a high-performance culture is maintained. • Foster a collaborative and supportive culture across the team. • Lead business effectiveness and improvement across developer-facing teams in Growth and Development and across the organisation by managing initiatives/projects to achieve improved developer experience and business outcomes. Technical accountability • Advocate for developer customers across the organisation and identify new opportunities for developer-centric improvement initiatives to improve outcomes for developer customers and Growth and Development. • Plan and design a program of developer experience and business improvement initiatives for Growth and Development and proactively monitor and report on its overall progress. • Contribute to business effectiveness and improvement by scoping, designing and implementing a wide range of process, system, policy and framework improvement initiatives/projects to drive improved developer experience and business outcomes. • Lead and participate in business process improvement initiatives, including gathering data, data analysis, capturing processes, conducting root-cause analysis, facilitating discussion, designing new processes, producing reports and documentation. • Work closely with the Developer Transformation project team to provide technical support and to lead change across Growth & Development and the organisation. • Work closely with Customer Strategy to ensure alignment of developer experience initiatives with the overarching Sydney Water Customer Strategy. • Design, implement and manage a range of "voice of the developer" initiatives to ensure that Growth and Development has a clear view on developer sentiment, and regular feedback on performance against key indicators across developer segments. • Build a deep understanding of developer needs, wants and values across development segments, and use these to design experiences for developers. • Source and use data and developer feedback to design solutions that meet developer and Sydney Water requirements. • Facilitate collaborative design workshops with multi-disciplinary teams to identify opportunities for improvement across the developer journey. • Provide advice, expertise and coordinate training to developer-facing teams to assist them in developing a developer-centric culture and implementing key process and system improvements. • Provide hands on process improvement efforts and ensure clear and effective documentation of current and future state processes
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	• Lead and carry out post-implementation reviews of newly implemented initiatives/processes to identify further improvement opportunities. • Manage business planning, business KPI and dashboard reporting and ongoing tracking for Growth and Development. • Support the Head of Business to organise and deliver a developer experience management operating system, preparing performance reports, analysis and insights and ensuring initiatives identified by Developer Experience leaders across Sydney Water are implemented. • Ensuring management operating system runs smoothly to escalate issues from 'day of operations' to strategic long-term planning. •
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Role Requirements

Education / Qualifications

Required	Relevant tertiary qualification (customer experience management, marketing, business, social science or other relevant fields) or experience deemed equivalent.
Desired	- Business process improvement and project management knowledge and experience - Extensive knowledge of customer experience management including the ability to initiate and implement strategic solutions that deliver step-changes in customer experience.

Certifications / Licences

Required	Nil.
Desired	Lean Six Sigma

Experience

Required	- Demonstrated experience in customer experience data and analytics and delivering creative and innovative solutions to customer experience and business challenges - Advanced influencing skills, to drive the case for change and its implementation - Advanced planning, organisational and time management skills and ability to manage changing priorities, handle multiple projects and meet objectives - Demonstrated ability to build trust, strategically influence and communicate effectively in all forums and at all levels. - Ability to think strategically, apply a commercial and customer mindset, and creatively problem solve - Highest standard of professional integrity, and a high degree of personal resilience - Skilled in leading cross functional continuous improvement processes - Highly skilled in encouraging others to generate improvement ideas that lead to increased business performance and customer satisfaction. - Skilled in identifying opportunities for synergy and integration of processes and/or improvement initiatives - Ability to evaluate and coordinate continuous improvement ideas generated by others; gaining support for and prioritising ideas for implementation; recognises and mitigates potential conflicts with other proposals - Ability to prepare high quality reports, process documentation and artefacts. - Well-developed written and verbal communication skills - Very strong interpersonal and relationship management skills
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- Ability to think innovatively and find creative solutions to customer experience issues.

Desired

- Negotiation skills across a range of stakeholders
- Ability to think 'outside the box'

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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
Process Improvement	1	Essential	Advanced
Analytical Skills	2	Essential	Advanced
Troubleshooting (Problem Solving)	3	Essential	Advanced
Influencing Skills	4	Essential	Intermediate
Change Management	5	Essential	Intermediate
Stakeholder Management	6	Essential	Intermediate
Strategic Planning	7	Desirable	Intermediate
Strategic Thinking	8	Desirable	Intermediate
Interpersonal Communications	9	Desirable	Intermediate
Process Improvement	1	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.