



Job Profile

Growth Development Consultant

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Customer Service and Support	Career Stage	No Career Stage
Job Function	Customer Relationship Management, Dispute and Issue Resolution	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	9/07/2024
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

Provide a commercially successful case management service for statutory referrals including planning instruments, planning proposals, development applications, and state significant development and infrastructure applications. Advise of servicing strategies for complex developments to meet Regulatory timeframe and Operating Licence requirements. Deliver a customer experience that increases customer satisfaction. Ensure the protection of our customers, our employees and the Sydney Water networks and associated infrastructure.



Accountabilities

Job Specific	• Contributes to and advises on servicing strategies at the precinct level as prepared by internal and external stakeholders. • Provides advice on integrated servicing solutions to planning authorities. Complies with regulated components of the role including Sydney Water Act, IPART Determination and other planning legislation. • Collects and analyses complex development data from internal and external stakeholders. • Contributes to and/or develop documentation for planning authorities to ensure the protection of the Sydney Water network and infrastructure. • Reviews Sydney Water delivery programs, where relevant to ensure efficiency. • Assess complex planning proposals, development applications, and state significant development and infrastructure applications to identify servicing requirements and any risk to Sydney Water. • Supports the wider team to work effectively. • Assists or coaches others. • Makes constructive suggestions about the group's goals and activities. • Contributes to a high-performance culture. Role models SW values and behaviours and participate in a constructive and supporting working environment. • Champions safety and wellness, understand their safety accountabilities. • Develops personal plans to enable succession planning and personal fulfilment opportunities
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Role Requirements

Education / Qualifications

Required	Relevant tertiary qualification (e.g. urban planning, engineering, business or related discipline) or experience deemed equivalent.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Experience in working within a development servicing / customer service / infrastructure planning environment. Demonstrated knowledge in one or more product and servicing types (water, wastewater, stormwater, recycled water), and contemporary approaches to integrated servicing (Integrated Water Management, Water Sensitive Urban Design). - Excellent interpersonal and communication skills, including the ability to consult, negotiate and liaise effectively with a diverse range of people. - Understanding of the business, processes and systems required to manage business activities. - Understanding of urban development processes. - Understanding of risk assessments and application to process. - Ability to build and maintain effective working relationships with internal and external stakeholders. - Demonstrated ability to work with minimal supervision. - Demonstrated ability to work effectively across teams and organisations. - Ability to provide training and individual coaching. - High standard of professional integrity, and a high degree of personal integrity. - Demonstrated experience in development assessment, and or planning. - Experience in assessing planning related documents.
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
Urban Planning	1	Essential	Advanced
Report Writing	2	Essential	Intermediate
Stakeholder Management	3	Essential	Intermediate
Detail Oriented	4	Essential	Intermediate
Stakeholder Communications	5	Essential	Developing
Cross-Functional Collaboration	6	Essential	Intermediate
Training and Development	7	Essential	Intermediate
Self-Motivation	8	Desirable	Intermediate
Presentations	9	Desirable	Developing
Troubleshooting (Problem Solving)	10	Desirable	Developing
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.