



Job Profile

Senior 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	D
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	23/06/2024
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 development customers at the precinct level. Design and deliver intelligent end to end property servicing solutions 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 implements servicing strategies at the precinct level as prepared by internal and external stakeholders (< 1year) • Develops integrated servicing solutions for development customers. Complies with regulated components of the role including Sydney Water Act and IPART Determination. • Collects and analyses complex development data from internal and external stakeholders. • Reviews and coordinate the establishment of Interim Operating Procedures • Contributes to and/or develop technical specifications and design documentation to ensure the protection of the Sydney Water network and infrastructure. • Reviews Sydney Water delivery programs to ensure efficiency (ie Renewals etc) • Establishes and maintains client relationships with development customers and their service providers. Establishes credibility as a service provider. Works collaboratively to meet client needs. Provides accurate technical advice. • Establishes and maintains internal client relationships and builds networks to achieve outcomes, access and share information. • Supports the wider consultancy 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 Sydney Water values and behaviours and participates 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. • Assesses complex development cases and designs servicing solutions at the precinct level. Systems • Design Review (complex/ technical) process • Process procurement submissions • Asset protection (trunk/critical) process • IOP – Interim operating plans - development • Case management – complex – process • Asset delivery – renewals – working knowledge of process – monitor only • eDeveloper – system • Hydra – system • ACCESS – system • Near Maps – system • Drafting/ design software – system • FMIS
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Role Requirements

Education / Qualifications

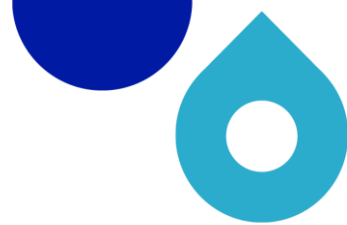
Required	Relevant tertiary qualification (e.g. urban planning, engineering, business or related discipline) or experience deemed equivalent. Experience in working within a development servicing / customer service / infrastructure planning environment.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Excellent interpersonal and communication skills, including the ability to consult, negotiate and liaise effectively with a diverse range of people. - 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). - Demonstrated experience in development assessment, engineering and or planning. - Understanding of the business, asset and financial processes and systems required to manage commercial business activities. - Understanding of urban development and connection processes. - Understanding of risk assessments and application to process. - Experience in assessing submitted documents including, commercial deeds, designs, funding / procurement packages and finalisation packages. - 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.
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 (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
Self-Motivation	1	Essential	Intermediate
Cross-Functional Collaboration	2	Essential	Intermediate
Stakeholder Management	3	Essential	Intermediate
Interpersonal Communications	4	Essential	Intermediate
Customer Advocacy	5	Essential	Intermediate
Organizational Skills	6	Essential	Intermediate
Project Coordination	7	Desirable	Intermediate
Design Reviews	8	Desirable	Intermediate
Regulatory Compliance	9	Desirable	Intermediate
Business Acumen	10	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.			

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