Sydney WATER

Job Profile

Technical Specialist – Business Customers

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	**Career Stage**	D
Job Function	Information Governance	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA14	**Last Modified Date**	10/07/2026
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 Technical Specialist – Business Customers provides senior technical guidance to our Business Customer's teams.

This role provides critical, specialist technical direction to staff and leaders in the Customer Experience team, value makers and customers in the business customers' space right across the complex, low to high-risk customer agreement lifecycle. It is positioned to be able to lead technical, policy-based conversations with consultants and significant customers to drive better customer performance outcomes and provide technical advice during urgent pollution source incidents. The role also performs a critical audit function for the Business Customer Accounts teams by providing leaders with clear insights into customer performance against agreement obligations and policy requirements, identifying

opportunities to address performance issues, and leveraging these insights to develop operational guidelines and enhance staff technical capability through targeted training and support.

Accountabilities

Job Specific	• Provide technical direction to our Business Customers Accounts' teams, specifically in relation to the various product and service connections between complex, low to high risk customers and Sydney Water, including commercial, industrial, chemical and process risks. • Understand the links between technical decision-making and safety outcomes for Sydney Water staff and the community, ensuring appropriate safety considerations are taken into account. • Champion safety and wellness and understand safety accountabilities. • Provide support, technical advice and training across the Water Resource Recovery team and beyond as required. • Identify capability gaps and collaborate with your manager to improve team effectiveness. • Promote Sydney Water reputation and industry knowledge by providing technical guidance, presentations & communications on network risk and policy to customers and internal & external stakeholders. • Provide input to prioritisation and daily task allocation as required by your leader. • Make recommendations on team priorities based on risk and level of urgency. • Work constructively as one team to achieve team outcomes. • Contribute to a high performing team culture and commitment to the improvement of safety, customer, health and environmental outcomes. • Role model SW values and behaviours and participate in a constructive and supporting working environment. **This role is a multifaceted specialist technical function with key accountabilities under these areas:** **Customer assurance** • Implement and improve a robust technical assurance model and audit process that will provide quality assurance and ensure that Business Customers Accounts' policies and procedures are followed and embedded across the business. • Carry out a program of quality assurance inspections on low, medium and high-risk business customer and internal business processes and report findings and recommended actions to the leadership team. • Be proactive and take a holistic view of audit outcomes to identify opportunities for improvement or gaps in existing business processes and procedures. • Produce comprehensive technical & inspection reports and assessments with recommendations for various audiences. • Perform regular review of customer performance data and provide direction to team on priorities in response to changing trends. • Provide input to coordinate team responses in accordance with customer risk profile and performance trends. • Customer application assessment and approval • Autonomously carry out thorough technical assessments of customer applications to discharge trade wastewater (or vary existing approvals), taking into account chemical and process risks in relation to Sydney Water's operations, the environment and the health and safety of staff and the community.

	• Lead technical conversations with customer and their consultants in relation to the technical components of their discharge proposals. • Develop timely assessment reports in relation to these applications to guide staff, leaders and customers in accordance with procedures and policy/guideline positions. • Review and approve agreement checks for new industrial trade waste agreements and renewals. • Provide input into the development of new policy positions where required in response to applications for novel proposals. **Technical Guidance** • Provide timely responses to ad-hoc technical enquires from staff across WES, customers and stakeholders. • Provide technical direction to business customer facing staff to successfully engage directly with complex, high-value, high-risk and other allocated business customers, and ensure customer compliance against contractual obligations with Sydney Water's Customer Contract and additional agreements noting the criticality of trade waste compliance due to the potential impact of impacts on our operations, EPLs, staff safety, and environmental performance. • Represent Business Customer Accounts and Sydney Water at working groups, committees and external forums, providing expert technical input and guidance. • Provide technical training to staff and external services providers (for example WasteSafe Transporters). • Analyse data and produce regular performance and compliance reports from relevant systems and processes to ensure that the business requirements are delivered. • Review and provide feedback on customer Effluent Improvement plan proposals to achieve performance improvements. Support relationship managers in driving customers to return to compliance through effective plan implementation. **Coordination of Responses to Pollution Events** • Provide expert technical advice to guide responses to network and treatment plant pollution incidents, including identifying likely pollution source industries and recommending focus areas for sample analysis. **Leadership and Communication** • Deliver concise and practical technical training packages to support business requirements. • Autonomously lead technical meetings with customers, value makers and other stakeholders on topics including applications, compliance trends, required improvements and pre-treatment queries. • Manage conflict that could arise through the inspection and audit process to ensure that issues are dealt with in a professional and timely manner. • Work with the leadership team to address performance issues and concerns in a constructive manner. • Communicate clearly and effectively to Sydney Water's business customers and other parties as required through face-to-face communications, phone calls, emails, letters and presentations. This includes writing and reviewing written communication materials being compiled for general use in communicating with business customers. • Effectively communicate technical & complex issues to staff and external service providers with a broad range of knowledge and expertise. • Use insight to prioritise and develop new operational level guidelines.

	• Develop and maintain effective communication links between Industry Associations, Service Providers and other areas as required. **Projects and process development** • Manage assigned projects such as developing new processes and procedures or business improvements. • Contribute expert technical input to the ongoing review, improvement and development of strategies, policies, processes and guidelines.

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Role Requirements

Education / Qualifications

Required	• Relevant minimum degree qualification in a scientific or engineering discipline relevant to the management of trade wastewater or wastewater.
Desired	•

Certifications / Licences

Required	• Class C driver's licence.
Desired	•

Experience

Required	• At least 5 years' experience in a relevant role with a demonstrated ability to meet objectives. • In-depth experience and understanding of legislative, regulatory, policy and technical matters relevant to trade wastewater management. • A demonstrated ability to assess complex situations and provide clear, comprehensive advice and guidance both verbally and in written reports. • Demonstrated high level communication, negotiation, training, presentation, conflict resolution and stakeholder management skills. • The ability to plan, organise and prioritise a range of tasks effectively with demonstrated experience in delivering programs of work. • Experience carrying out technical inspections to ascertain a detailed understanding of issues at various levels and compliance against requirements. • Experience working with external service providers to ensure business requirements are understood and delivered, and customer agreements are managed with appropriate governance.
Desired	• Understanding of the challenges faced by business customer/utility relationships and compliance to allow effective and efficient allocation and management of work delivery. • Commitment to continuous improvement. • Demonstrated experience in establishing networks.

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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**
Critical Thinking	1	Essential	Advanced
Scientific Writing	2	Essential	Advanced
Customer Relationship Management	3	Essential	Advanced
Auditing	4	Essential	Advanced
Dealing With Ambiguity	5	Essential	Intermediate
Conflict Resolution	6	Essential	Advanced
Stakeholder Management	7	Desirable	Intermediate
Compliance Training	8	Desirable	Intermediate
Procedure Development	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.