



Job Profile

Workplace Relations Advisor

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Human Resources	Career Stage	Choose an item.
Job Function	Employee Relations	Career Stream	Choose an item.
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	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

Provide high-quality employee and industrial relations advice, coaching and support to leaders across Sydney Water as part of a Centre of Excellence. The role partners with People & Culture leaders and other Centres of Excellence to manage employee relations matters, facilitate consultation processes, support organisational change, and ensure compliance with employment legislation, enterprise agreements and internal policies. The role builds leadership capability, mitigates workplace risk and contributes to positive employee outcomes through practical, commercially balanced advice.



Job Specific	Employee Relations Advice • Provide timely and practical Employee Relations advice and support to leaders, People & Culture Managers and People & Culture teams across the employee lifecycle, including performance management, grievances, misconduct, policy breaches, probation matters, workplace health matters and voluntary terminations. • Coach and influence leaders to proactively manage people matters and foster positive workplace relationships aligned with Sydney Water's values and leadership expectations. • Interpret and apply employment policies, Enterprise Agreements, Awards and employment legislation to support sound decision-making. Case Management and Investigations • Manage and support Workplace Relations casework, ensuring matters are handled consistently, fairly and in accordance with legislative and policy requirements. • Support or lead investigations, disciplinary processes, grievances, misconduct matters and workplace disputes, partnering with the broader Workplace Relations team on complex matters. • Prepare and review employment-related correspondence including allegation letters, outcome letters, performance documentation, probation correspondence, transfer letters, consultation documentation and redundancy communications. Consultation and Industrial Relations • Support Sydney Waters consultation obligations associated with organisational change initiatives and workplace matters. • Facilitate Local Consultative Committee activities and employee consultation processes. • Develop and maintain constructive relationships with union representatives and employee stakeholders. • Support enterprise bargaining activities, including preparation of materials, consultation, stakeholder engagement and implementation activities. Stakeholder Partnership • Partner closely with People & Culture Managers, the broader Workplace Relations team and other Centres of Excellences to deliver integrated people solutions and consistent employee experiences. • Build trusted relationships with leaders across the business, providing commercially balanced and risk-based advice. • Actively collaborate across the People & Culture function to support workforce planning, organisational change and business improvement initiatives. Governance and Continuous Improvement • Monitor developments in employment legislation, industrial instruments and workplace relations practices, identifying emerging risks and opportunities. • Maintain accurate records and documentation relating to employee relations matters. • Contribute to the continuous improvement of People & Culture processes, frameworks, templates and guidance materials.
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Education / Qualifications

Required	Tertiary qualification in Human Resources, Employee Relations, Industrial Relations, Business, Law or a related discipline; or equivalent demonstrated experience.
Desired	

Certifications / Licences

Required	Nil
Desired	Nil

Experience

Required	- Experience providing Employee Relations, Industrial Relations or Human Resources advice within a complex organisation. - Demonstrated experience managing Employee Relations matters such as performance management, grievances, misconduct, policy interpretation and workplace investigations. - Experience partnering with leaders to achieve effective people and business outcomes. - Strong stakeholder management, communication and relationship-building skills. - Proven ability to manage multiple priorities and deliver outcomes in a fast-paced environment. - Excellent written communication skills via both interpretation and advice, as well as correspondence to internal and external stakeholders. - Demonstrated project management and report writing capability - Unyielding commitment to professional ethics, discretion and confidentiality
Desired	- Government experience desirable though not essential. - Experience in representation of organisations in industrial tribunals and proven ability to advise on complex industrial matters - Experience in a field-based environment

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.

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.