



Job Profile

Workplace Relations (Case Management) Specialist

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	1
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

The Workplace Relations Case Management Specialist is responsible for the end-to-end management and resolution of complex employee and industrial relations matters, including investigations, disputes, organisational change, Fair Work Commission proceedings and employment-related litigation. The role provides specialist advice on employment legislation, enterprise agreements, employment contracts and workplace policies, applying a pragmatic, risk-based approach to achieve compliant and commercially sound outcomes. The role contributes to the Workplace Relations Roadmap, enterprise bargaining activities, union engagement and continuous improvement initiatives, while supporting leaders to effectively manage workplace issues, minimise risk and maintain compliance with employment and industrial obligations.



Job Specific	Employee & Industrial Relations Case Management • Manage complex employee and industrial relations matters, providing end-to-end case management from triage through to resolution. • Provide specialist advice on misconduct, performance, grievances, workplace conflict, organisational change, fitness for work and other employee relations matters. • Lead workplace investigations, ensuring procedural fairness, risk mitigation, robust documentation and legally defensible outcomes. • Manage Fair Work Commission matters, industrial disputes and employment-related litigation, partnering with internal stakeholders and external legal advisers as required. • Support Workplace Relations Advisors, People & Culture Managers and leaders to effectively manage complex workplace matters. • Prepare investigation reports, findings, recommendations, correspondence and briefing materials for leaders and senior stakeholders. • Identify emerging workplace relations risks and trends, recommending proactive strategies to minimise organisational risk and cost. Industrial Relations & Compliance • Provide expert advice on employment legislation, enterprise agreements, awards, contracts, policies and industrial instruments. • Support enterprise bargaining activities and contribute to the implementation and interpretation of enterprise agreement provisions. • Build and maintain constructive relationships with unions and employee representatives to support effective workplace outcomes. • Ensure workplace matters are managed consistently and in compliance with employment, industrial and organisational obligations. Governance & Policy Management • Contribute to the development, review and implementation of workplace relations policies, procedures and governance frameworks. • Maintain accurate, audit-ready case documentation and support compliance reviews and regulatory responses. • Monitor legislative and industrial developments, identifying risks and recommending appropriate mitigation strategies. • Drive continuous improvement initiatives to strengthen workplace relations practices, compliance and operational effectiveness. • Support the implementation of consequence management processes in accordance with Sydney Water's Code of Conduct and policies. Leadership & Stakeholder Management • Mentor and provide technical guidance to Workplace Relations Advisors and other stakeholders on employee and industrial relations matters. • Build strong relationships with leaders, employees, unions and key stakeholders to facilitate effective resolution of workplace matters. • Present clear recommendations and risk-based advice to senior leaders, balancing legal compliance, employee experience and business outcomes. • Contribute to a collaborative, high-performing team culture and champion Sydney Water's values, safety and wellbeing commitments
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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	Postgraduate qualifications or specialised studies in Employee Relations, Industrial Relations or Employment Law.

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. - Experience interpreting and applying policies, procedures and employment-related documentation.
Desired	- Experience interpreting and applying the Fair Work Act, Enterprise Agreements and Modern Awards. - Experience supporting organisational change and consultation processes. - Experience working with unions and employee representative groups. - Exposure to enterprise bargaining, industrial negotiations or industrial relations matters.

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.