



Job Profile

Workplace Relations Coordinator

Group: Choose an Item

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

The Workplace Relations Coordinator supports the delivery of workplace relations, payroll compliance and industrial relations activities across the organisation. Working closely with the Workplace Relations Project Specialist, the role assists with wage compliance reviews, payroll remediation programs, enterprise agreement implementation, policy governance, workplace investigations and employee relations matters. The role is responsible for coordinating workplace relations projects, maintaining compliance records, conducting research and analysis, preparing documentation, and supporting the resolution of employee and industrial relations enquiries. The position plays an important role in ensuring compliance with workplace legislation, enterprise agreements, modern awards and organisational policies while contributing to continuous improvement initiatives across people and payroll processes.



Accountabilities

Job Specific	Workplace Relations Support • Coordinate meetings, agendas, actions and documentation associated with engagement activities involving external stakeholders. • Assist with preparing briefing materials, meeting packs, correspondence and records of discussion. • Support the administration of enterprise agreement implementation and workplace relations projects. Payroll Compliance & Remediation • Gather, collate and validate payroll, timesheet, roster and employment data to support wage and entitlement audits. • Assist the Workplace Relations team with the conduct of wage compliance reviews, entitlement audits and remediation activities. • Support analysis of payroll discrepancies and the preparation of employee remediation calculations and documentation. • Maintain records, audit evidence and supporting documentation associated with payroll compliance programs. Governance, Audit & Compliance • Maintain and monitor workplace relations audit schedules and compliance review programs. • Coordinate policy review schedules to ensure policies remain current, compliant and aligned with legislative requirements. • Assist with the preparation of audit materials, compliance reports, action trackers and governance documentation. • Support ongoing assurance activities and the monitoring of workplace relations compliance controls. • Maintain audit-ready records and documentation to support internal and external reviews. Contractor & Employment Compliance • Coordinate contractor pre-qualification processes, including collection, verification and maintenance of required compliance documentation. • Conduct and monitor Home Affairs employment eligibility and right-to-work checks in accordance with legislative and organisational requirements. • Track contractor and employee compliance obligations and escalate issues where required. • Support reporting and record management associated with contractor and workforce compliance activities. Project Coordination & Continuous Improvement • Coordinate project activities, action plans, meetings and stakeholder communications associated with workplace relations initiatives. • Maintain project registers, risks, issues and action logs. • Assist in identifying opportunities to improve workplace relations processes, payroll compliance controls and governance practices.
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	• Prepare reports, dashboards and status updates for the Workplace Relations Project Specialist and broader stakeholders.
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Role Requirements

Education / Qualifications

Required	• Tertiary qualification in Human Resources, Employee Relations, Industrial Relations, Business, Law or a related discipline. •
Desired	•

Certifications / Licences

Required	•
Desired	•

Experience

Required	• Experience in Human Resources, Employee Relations, Workplace Relations, Payroll, Compliance or a related discipline. • Experience supporting workplace relations, payroll compliance or governance activities. • Exposure to Australian employment legislation, Modern Awards and enterprise agreements. • Experience coordinating projects, documentation and stakeholder communications. • Strong administrative, analytical and organisational skills. • Ability to work with sensitive and confidential information.
Desired	• Experience supporting payroll remediation or wage compliance programs. • Experience in a large or complex organisation. • Exposure to enterprise bargaining or enterprise agreement implementation activities. • Experience supporting workplace investigations or employee relations case management. • Exposure to policy governance, assurance reviews or compliance audits.

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.