



Job Profile

Project Officer

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Portfolio & Project Management	Career Stage	D
Job Function	Business Project/Program Management	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	1/09/2022
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

The Project Officer Water Conservation role is to develop and assist in the delivery of various water efficiency programs for residential and non-residential customers. The position will be responsible for contributing to Sydney Water's reputation as a leader in water efficiency expertise and services; and will play an important role in delivering on Sydney Water's water conservation program.



Accountabilities

Job Specific	• Contract management and delivery, including document design and preparation, the competitive tender process and post award management. • Analysis of options for new customer programs delivering on water efficiency • Understanding of residential and non-residential water efficiency drivers and offerings • Technical understanding of water efficient fittings and fixtures, water/wastewater treatment, water recycling • Project management, including the development, implementation, monitoring, evaluation and continuous improvement of programs and services. • Financial modelling of proposed initiatives including NPV analysis and price modelling with sensitivity analysis. • Contribute to the periodic review of project implementation and reporting progress against objectives to key stakeholders. • Provide excellent customer service. Work as a client representative with internal and external customers, promoting business opportunities, answering enquiries, providing information and prompt responses to customer complaints.
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Role Requirements

Education / Qualifications

Required	Relevant tertiary qualifications (eg engineering, environmental science) and water industry experience.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- At least 5 years' experience in a customer or program delivery related role such as: - Experience in implementation and delivery of programs and realising benefits; and/or Experience in delivery of business improvement projects; and/or customer facing programs. - At least 2 years' experience in a contract management related role such as: - Experience in delivery of procurement processes, including: document design and preparation, the competitive tender process and post award management; and/or - Experience in delivery of service delivery contracts - Demonstrated knowledge and understanding of contract management and principles - Demonstrated knowledge and understanding of systems and customer processes - Demonstrated ability to deliver service delivery contracts - Demonstrated ability to establish and maintain effective working relationships with internal and external stakeholders. - Demonstrated ability to positively influence and work collaboratively within a professional business operation - Demonstrated ability to research, investigate, analyse and provide practical solutions to business issues. - Excellent verbal and written communication skills. - Excellent relationship and stakeholder engagement skills – interpersonal skills and self-awareness. - Project and change management skills. - Proactive, hands on, can-do attitude. - High integrity, self-motivated with results and outcome focus.
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	• Demonstrated high level of systems and process skills, including in SAP and the Microsoft Office suite of products
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
Customer Relationship Management	1	Essential	Intermediate
Supplier Performance Management	2	Essential	Intermediate
Business Writing	3	Essential	Intermediate
Project Management	4	Essential	Intermediate
Risk management	5	Essential	Intermediate
Negotiation	6	Essential	Intermediate
Detail Oriented	7	Desirable	Intermediate
Purchasing	8	Desirable	Intermediate
Contract Management	9	Essential	Intermediate
Invoicing	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.