



Job Profile

Management Support Officer

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Administration	Career Stage	C
Job Function	Executive and Operational Support	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	5/05/2026
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

To provide quality and efficient support services to Sydney Water senior management and contribute to a multi-skilled, engaged and flexible Management Support team that fulfils support requests and tasks effectively and achieves the best client experience and business outcomes.



Job Specific	Technical • Deliver client-centric, high-quality and efficient support services to Sydney Water senior managers. • Manage multiple heads of business across one or more divisions, prioritising work across the respective senior managers • Manage the logistics and smooth running of meetings including scheduling of meetings, preparing agendas, arranging catering, preparing papers and producing and following up on minutes. • Coordinate the logistics for functions, off-site meetings, roadshows, all-hands and team briefs including preparing agendas and materials, venue arrangements and responding to queries from attendees. • Manage the diary and inbox of senior managers, track and follow-up on key actions. • Support the senior manager in communicating with staff including creating staff newsletters, updating the intranet page, and preparing draft communication emails. • Make travel and conference arrangements on behalf of senior managers and all staff. • Prepare p-card reconciliation for senior managers, allocate p-card expenditure and prepare expense reports for senior managers and self • Request goods and services including the raising of requisitions and/or on-line ordering, receipt goods & p-card purchases for senior managers • Coordinate and format board and executive papers and documents • Coordinate subpoenas and GIPAs including tracking and following up actions. • Coordinate the response to Ministerial's from Government Relations, including drafting responses, following up for information and ensuring senior manager approval within a tight timeframe. • Coordinate informal awards including collating nominations, administering gift cards, certificates and reconciliation • Where required provide support on other general administration areas • Provide backfilling of Executive Assistant roles for leave absences as required, if no constraints on the MSO Team • Provide backfilling support of other senior manager's when the MSO team are on leave. Taking on no more than 3 extra senior managers at any one time. • Monitor own workload to ensure achievement of service standards and targets. • Identify and implement initiatives to improve client self-service for administration tasks, and support senior managers in their adoption of these. Systems • Service Management Tool - monitor the queue in the SMT, respond to and complete tickets assigned to this role. • Knowledge Management Tool - provide feedback on clients' use of self-service tools and identify ways to improve content and the tool. Processes • Sydney Water policies, procedures and processes for management support. • Provide support with the highest degree of integrity and diplomacy. • Engage effectively with diverse internal and external stakeholder groups. • Work collaboratively with the goal of achieving better outcomes for the organisation. • Participate in team co-ordination, work planning, coaching and professional development initiatives to align resources and deliver priorities. • Exercise astute judgement in managing confidential and sensitive information that has the potential to have an impact on organisational performance and reputation.
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Education / Qualifications

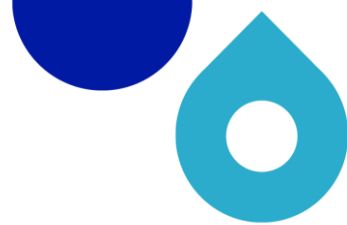
Required	Certificate III in Business Administration or a related discipline and/or experience deemed equivalent.
Desired	

Certifications / Licences

Required	MS Office certification (Immediate level)
Desired	

Experience

Required	- A minimum of 3 years' experience in providing support to senior managers - Proficiency in Microsoft Office including PowerPoint, Word and Excel. - Demonstrates initiative, proactively identifying tasks and opportunities, while working efficiently to meet competing priorities. - Highly effective interpersonal communication and client service skills - Works flexibly within a team environment, sharing knowledge and collaborating effectively to support business priorities and deliver outcomes.
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, which 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 innovative ideas and thinking in others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Customer Relationship Management	1	Essential	Intermediate
Results Focused	2	Essential	Intermediate
Stakeholder Management	3	Essential	Intermediate
Prioritization	4	Essential	Intermediate
Organizational Skills	5	Essential	Intermediate
Business Writing	6	Essential	Intermediate
Time Management	7	Desirable	Developing
Interpersonal Communications	8	Desirable	Developing
Detail Oriented	9	Desirable	Developing
Process Improvement	10	Desirable	Developing
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.