Job Profile

Program Coordinator

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Operations & Maintenance	**Career Stage**	D
Job Function	O&M Planning	**Career Stream**	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	**Last Modified Date**	14/02/2022
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

Engineering Services provides operational expertise in the management of the water, recycled water, wastewater and stormwater networks to achieve customer, stakeholder and regulatory requirements.
The team protects Sydney Water's assets, customers and the environment by:

- case managing major infrastructure and development programs
- ensuring new assets can be operated and maintained
- planning of network operations to manage safety, customer and environmental risks during connection of new/renewed/adjusted assets
- scheduling of trials, audits, disinfections, shutdowns
- inspecting the existing network to identify safety & condition related issues and specifying corrective actions.

The focus of the Program Coordinator role is to:

- partner with customers, internal stakeholders and external agencies to deliver major infrastructure and development across Sydney
- manage and coordinate operational activities for these projects with external agencies, developers and internal stakeholders.
- provide operational advice regarding the provision of services for major release sites

Accountabilities

Job Specific	• Partner with customers, internal stakeholders and external agencies to deliver assigned major infrastructure, development and renewals/maintenance programs across Sydney
	• Case manage and coordinate operational activities for these programs/projects with external agencies, developers and internal stakeholders:
	  ○ provide timely and reliable operational advice
	  ○ review program delivery forecasts (3 to 12-month delivery horizon)
	  ○ attend stakeholder meetings
	  ○ respond to network enquires – providing subject matter expertise
	  ○ resolve customer enquiries and complaints
	  ○ lead a number of field audits of water and wastewater FIFM plans to identify process non-compliance and improvements
	  ○ lead/chair the conduct of post incident reviews and investigations, identify, implement and monitor improvement initiatives
	• Lead virtual teams to deliver timely and reliable operational activities (disinfection of new assets and FIFM for connection) for assigned programs. Raise and manage corrective actions.
	• Identify and investigate gaps in stakeholder expectations and current services to inform and influence program delivery
	• Manage customer enquires (from WSC / Constructor / Project Manager etc) and troubleshoot operational issues for assigned programs
	• Manage escalations from Network Operators (eg developer inspection, disinfection, shutdown) for assigned programs
	• Undertake developer, council and stakeholder engagement to promote Sydney Water's strategic direction on liveability, affordability and resilience for customers and communities in line with the corporate strategy
	• Prepare and approve routine (less than 250mm) FIFM plans for major infrastructure programs
	• Assist with preparation FIFM plans (250mm & greater) during peak periods for assigned programs
	• Assist with the field trials/implementation of FIFM plans during peak period

Role Requirements

Education / Qualifications

Required	• A tertiary qualification in engineering, Diploma in Water Industry Operations, or experience deemed equivalent relating to the operations and maintenance of network assets. •
Desired	•

Certifications / Licences

Required	•
Desired	•

Experience

Required	• A minimum of 3 years of experience in the operations of water & wastewater network systems. • Highly developed problem solving, lateral thinking, communication, interpersonal and negotiation skills • Highly developed skills and experience in dealing with customer, stakeholder and regulator issues • Knowledge in how networks are operated to deliver water, recycled water, wastewater, and stormwater product and services to meet customer and stakeholder expectations • Demonstrated experience in evaluating of water, recycled water, wastewater and stormwater system designs to ensure new assets can be effectively operated and maintained • Demonstrated experience in developing network operational (FIFM) plans to effectively manage safety, customer, system and environmental risks • Demonstrated experience in hydraulic modelling of water and/or recycled and/or stormwater networks to assess safety, customer and environment impacts • Demonstrated ability to build trust, strategically influence and communicate effectively in all forums • Understanding the role that the Engineering Services business unit plays in achieving operational outcomes for major infrastructure and development projects • Ability to form and maintain strong, constructive business relationships and partnerships, ideally with an established track record in establishing and sustaining

	effective relationships across government agencies and the urban development industry • Ability to think strategically and creatively problem solve, effectively taking the conceptual to the pragmatic • Professional integrity and a high degree of personal resilience • Self-motivation and willingness to accept challenges and deliver assigned projects as leader of a team, member of a team or as an individual • Knowledge of the appropriate regulatory, operating licence, and customer contract requirements • A solid understanding of the application of computerised system and/or maintenance and/or process management systems. • Knowledge of Quality Management Systems relevant to water, recycled water, wastewater, stormwater systems • Advanced communication skills (verbal and written) and personal qualities (innovative, motivation, self-confidence and tact) including ability to translate technical outcomes to operational needs
Desired	•

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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
Program Management	1	Essential	Advanced
Project Management	2	Essential	Advanced
Stakeholder Management	3	Essential	Advanced
Project Engineering	4	Essential	Intermediate
Complex Problem Solving	5	Essential	Advanced
Water Services	6	Desirable	Intermediate
Health And Safety Standards	7	Desirable	Intermediate
Operational Auditing	8	Desirable	Intermediate
Operational Planning	9	Desirable	Intermediate
Interpersonal Communications	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.

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.