

Job Profile

Quality Lead

Group: Infrastructure Delivery

Job Summary

To be completed by People and Culture team			
Job Family	Portfolio and Project Management	Career Stage	E
Job Function	Technical Project/Program Management	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	29/11/2023
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 purpose of the position is to successfully implement and ensure consistency, accuracy and efficiency of Sydney Water Quality Management System, program, plans and processes within Program Delivery. The quality lead will be accountable for assurance of the quality aspects of the Annual works program through the delivery phase of the project lifecycle. Ensuring all Delivery Partners compliance, productivity, project Key Performance Indicators and business goal expectations are met. Providing technical advice and leadership to multi-discipline teams. The purpose of the Program Delivery business is to lead and manage the prudent, safe, timely and cost-effective development and delivery of Sydney Water's Annual integrated Works Program (AIWP). To ensure the high profile and strategically important investments we make are delivered successfully in the eyes of our customers, our stakeholders and ourselves. While successful development and the ultimate delivery and handover of significant assets is a key role from a technical perspective, its main focus is on strategy realisation and value creation from a social, environmental, and economic perspective.



Accountabilities

Job Specific	• Provide professional, technical and specialist advice. • Provide advice in the development of early scoping documentation, procurement strategies and review tender submissions. • Assist in the implementation of the Sydney Water Quality Management system, policies and procedures. • Identify, develop and deliver quality training awareness and educational programs. • Implement appropriate statistical methodologies and quality tools to monitor and improve project and business performance • Analyse and report on monthly/quarterly compliance and performance of Program Delivery including: - o the corrective action system to ensure action is being taken and completed - o the internal audit system to ensure audits are being conducted, issues actioned, and acted upon. including assisting with the annual system audits - o the document control system to ensure compliance to the processes and procedures - o Monthly QMS Reports and KPI's and circulate. • Review and endorse quality management plans • Provide advice to contractors in the preparation of Inspection and Test Plans • Review and endorse Inspection and Test Plans. • Conduct surveillance of projects according to the quality risk profile. • Identify and document quality system issues and opportunities for improvement. • Involvement with all contractor incident investigations providing input, review, and advice. • Conduct incident investigations. Provide analysis of incident root cause and provide recommendations for improvements and interventions. Conduct an evaluation of contractor investigations relating to hierarchy of control and root cause identification. • Prepare and distribute quality alerts, guidelines and other information to sites and key stakeholders as required. • Carry out site inspections and internal audits ensuring OFI and /or non-conformances are understood, and corrective/preventative actions are completed. • Participate in risk assessments as per program or project scope, prior to finalisation of design and during construction and commissioning. • Deliver training programs including program inductions for projects as per timeline. • Prepare and distribute quality alerts, guidelines and other information to sites and key stakeholders as required. • Understand Sydney Water's corporate strategy, and demonstrate SW values and behaviours to contribute to a positive and productive working environment • Demonstrate commitment to Sydney Water and the Program Delivery vision and objectives and understand your contribution to achieve these. • Participate in team development, planning and co-ordination activities to enable the team to work effectively together. • Maximise opportunities for coaching, training and professional development to continually develop your skills and capabilities. • Exercise astute judgement in managing confidential and sensitive information that has the potential to impact on organisational performance and reputation.
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	• Participate in health, safety and wellbeing activities such as wellbeing support activities, incident investigations, safety meetings, safety inductions and safety training. • Exhibit visible safety behaviours. • Support the safety and security of the workplace. • Support the safety of all staff and contractors. • Participants in ongoing process and system improvements to support and improve business efficiently and risk management, and staff work environment. • Participate in PIRs, (Post Evaluation Reviews, Lessons Learnt Review and Benefits Realisation Reviews) of specific projects to ensure continual improvement.
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Role Requirements

Education / Qualifications

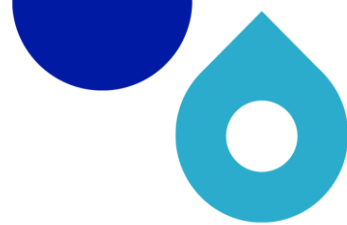
Required	- Tertiary qualification in business, engineering or related field, or experience deemed equivalent. - Internal Auditor Training
Desired	- External Auditor Qualifications desirable - ICAM investigation training desirable

Certifications / Licences

Required	Construction Industry Induction White Card
Desired	

Experience

Required	10+ years' work experience in a similar role within a similar industry - Exposure to working with field-based teams to implement management systems and achieve goals - Exposure to large construction projects - Current knowledge of relevant quality and construction legislation - Demonstrated influencing, negotiation and investigation skills - Demonstrated ability to communicate across disciplines and at all levels of the organisational hierarchy - Demonstrated oral and written communication skills, - Demonstrated analytical and problem-solving skills - Working knowledge of current relevant legislation - Demonstrated ability to develop and embed improvements in work methods across a program of works - Demonstrated ability to lead change.
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
Quality Auditing	1	Essential	Advanced
Quality Management Systems	2	Essential	Advanced
Troubleshooting (Problem Solving)	3	Essential	Advanced
Analytical Skills	4	Essential	Intermediate
Business Writing	5	Essential	Intermediate
Interpersonal Communications	6	Essential	Intermediate
Process Improvement	7	Essential	Intermediate
Investigation	8	Desirable	Intermediate
Influencing Skills	9	Desirable	Intermediate
Change Management	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.