Sydney WATER

**Job Profile**

# Research and Innovation Coordinator

**Group**: Customer Experience

## Job Summary

| *To be completed by People and Culture team* | | | |
|---|---|---|---|
| **Job Family** | Business & Product Development | **Career Stage** | D |
| **Job Function** | Product Development | **Career Stream** | Professional |
| **Coverage**<br>EA = Enterprise Agreement<br>ICE = Individual Contract of Employment | EA | **Last Modified Date** | 23/07/2025 |
| *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 coordinate, support, and deliver science, research, and innovation outcomes across the organisation by working closely with the Research and Innovation team and other business units to identify, develop, and implement projects aligned the Innovation, Research, and Deployment plan.

## Accountabilities

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| **Job Specific** | • Assist with the development, management, coordination, delivery, knowledge transfer, and deployment of science research projects within Sydney Water and across multiple organisations including universities and service providers.<br>• Support and manage key projects/initiatives within the R&I portfolio. This will include the end-to-end project management of individual projects and/or supporting others in the team members to deliver projects.<br>• Prepare scientific and research advice for Sydney Water and key stakeholders. Scan for critical public health, waterway, and asset science and emerging developments, collate information and draft for target audiences.<br>• Provide administration and coordination support for a range of internal and external meetings, including team meetings and planning sessions, Project Control Board meetings, stakeholder engagement meetings with water utilities, WaterNSW, Sydney Water Research Network, Sydney Water Lab meetings and others. Responsibilities include, coordinating meeting logistics, preparing agendas, compiling and distributing papers and presentations, recording minutes and tracking follow-up actions to ensure effective and timely delivery.<br>• Assist with management of contractual and administrative issues including IP, risk, and insurance associated with collaborative research agreements.<br>• Facilitate project expense payments through BXP and EPPM reporting where required.<br>• Develop and maintain cooperative relationships with groups across the organisation and externally.<br>• Work closely with the organisations communication and media team to identify opportunities to promote R&I initiatives and ensure that end users understand the value research brings to the business.<br>• Manage the R&I Communication Plan including submission of eNews and journal articles, R&I's iConnect page, development and review of project fact sheets, conference presentations/Ozwater & Science Week displays, strategy documents, annual highlights.<br>• Provide support to the delivery of Sydney Water Innovation Festival.<br>• Provide support to other tasks and actions as required<br><br>**Internal Relationships**<br>• Internal stakeholders that engage with R&I projects, activities, and outcomes from across business – including Customer Experience Group, Commercial & Digital, Water & Environment Services, Customer & Stakeholder engagement, and People & Governance.<br>• Assisting research and innovation projects and managing multiple cross business projects that support the delivery of the Innovation, Research, and Deployment plan.<br>• Sydney Water Laboratories and treatment plant sites for sample requests for water and wastewater samples and data for external research organisations<br><br>**External Relationships**<br>• Build and maintain collaborative relationships with key external stakeholders including universities and research institutions, water utilities and peak bodies (e.g. Water Services Association of Australia), government (e.g. NSW Health, WaterNSW), and other industry sectors |

| | |
|---|---|
| | • External stakeholder requests for water and wastewater samples and data<br>• Managing a workload with tight deadlines and competing commitments and priorities which can require re-prioritising<br>• This role requires engagement with technical specialists in the innovation and water management area and working with a multi-skilled team to identify best practice science and research to uncover innovation and new solutions.<br>• Managing a high number of internal and external stakeholders. |

# Role Requirements

## Education / Qualifications

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| **Required** | • Degree – Science or engineering or STEM in a relevant discipline or equivalent.<br>• A current driver's license |
| **Desired** | • |

## Certifications / Licences

| | |
|---|---|
| **Required** | • |
| **Desired** | • |

## Experience

| | |
|---|---|
| **Required** | • At least 2+ years relevant experience in science, research, and innovation, or STEM<br>• Experience in stakeholder management at various levels within an organisation and externally<br>• Experience in managing projects involving multiple stakeholders<br>• Experience in research methodologies and tools<br>• Knowledge of the water industry and/or large utilities<br>• Ability to apply knowledge across a broad range of project areas<br>• An understanding of how to work with research universities and government entities |
| **Desired** | • Experience in public and private sector organisations<br>• Specific scientific or technical skills that would support delivery of the Research, Innovation, and Deployment plan<br>• Project management skills<br>• Networking within the research and water sectors<br>• Research and technology transfer and implementation skills |

Sydney WATER

## 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.

**Click to Select Enterprise Capabilities.**

| Enterprise Capabilities | |
|---|---|
| **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** |
| Project Management | 1 | Essential | Intermediate |
| Collaborative Research | 2 | Essential | Intermediate |
| Qualitative Research | 3 | Essential | Intermediate |
| Stakeholder Engagement | 4 | Essential | Intermediate |
| Business Writing | 5 | Essential | Intermediate |
| Organizational Skills | 6 | Essential | Intermediate |
| Organizational Skills | 7 | Desirable | Intermediate |
| Cross-Functional Collaboration | 8 | Desirable | Intermediate |
| Influencing Skills | 9 | 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.