



Job Profile

Senior Delivery Optimisation Specialist

Group: Infrastructure Delivery

Job Summary

To be completed by People and Culture team			
Job Family	Strategy, Change & Planning	Career Stage	E
Job Function	Process Improvement	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	Choose an item.	Last Modified Date	13/10/2025
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.

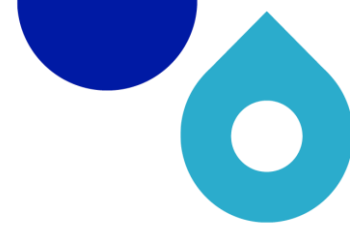
Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

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

This role sits within the Delivery Optimisation Team in the Performance Delivery Hub (PDH) and supports the delivery of major infrastructure projects by supporting the improvement of project management practices and systems. As part of a centralised function, the role provides specialist advice and guidance, and provides hands-on support to enable continuous improvement, standardise processes, and embed best practice tools and methodologies aligned with industry, organisational and state government policies. It contributes by supporting key initiatives across change management, capability uplift, governance and assurance, and process optimisation, ensuring smooth coordination between technical, project and business teams. Working collaboratively across Sydney Water, this role ensures the Delivery Optimisation

team can support and equip Infrastructure Delivery to deliver projects efficiently, effectively, and in line with strategic goals and customer outcomes, helping build a high-performing client organisation and delivery partner network.



Job Specific	• This role supports in maintaining and sustaining continuous improvement initiatives across Infrastructure Delivery, with a strong focus on supporting the embedment of best practice Delivery Optimisation. It plays a key role in supporting the Delivery Optimisation Manager in the development and enhancement of consistent, standardised processes that support effective and efficient delivery. • The position is responsible for supporting change in infrastructure project management (including project development), providing expert advice on governance and assurance, and supporting the organisation in realising and demonstrating the value of its infrastructure investments. • Additionally, this role supports in contributing to building a best-in-class client organisation and a high-performing asset value chain, supporting the Delivery Optimisation team in ensuring alignment with strategic objectives and industry standards. Key decision-making accountabilities • Provide support within the Delivery Optimisation team to uplift project delivery consistency and embed best practice through process enhancements and continuous improvement initiatives. • Champion the integration of Enterprise change initiatives into ID processes. • Support the Delivery Optimisation team in the alignment and implementation of Sydney Water's investment and project level governance and assurance frameworks across ID. • Offer hands-on support in technical process writing and support in peer reviews of management systems documentation. Team accountabilities • Support the design of project and management systems and frameworks aligned with industry and SW standards of practice to ensure compliance and delivery excellence. • Document and maintain the above systems and frameworks. • Develop the outputs from the refinement and optimisation of project management system processes and documentation. • Contribute to capability across ID by providing 1-O-1 or team support to staff in technical skills and knowledge related to project management processes and management systems. • Provide process and management systems documentation that aligns with NSW Government policies and guidelines, industry standards, and bodies of knowledge. Use insights from lessons learned, audits, and data to drive process optimisation. • Develop and deliver training packages and provide support for targeted training and learning programs to support continuous improvement as required by the Delivery Optimisation Manager. • Contribute to and support the annual ID management systems review and performance evaluation. • Contribute to monthly and annual reviews of management systems performance, identifying and implementing enhancements to improve effectiveness. • Participate and contribute to cross-functional collaboration to optimise systems and deliver outcomes aligned with ID objectives. • Document key business processes and frameworks such as the Project Management Guidelines, Business Case Process, and Governance & Assurance Framework.
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	• Develop and document improvement projects in partnership with SW support teams and subject matter experts. • Develop and document training and onboarding materials for new starters, including facilitation of training sessions and communities of practice. Support training as requested. • Support in continuous improvement forums, including meetings, workshops, and terms of reference. • Collaborate across ID to support the uplift of project management capability • Contribute to the Delivery Optimisation team, in maturing support areas such as Project Development & Business Cases, and PM Capability Development. Technical accountabilities • Contribute to the development, implementation, and maintenance of a comprehensive suite of project management methodologies, including processes, procedures, templates, standards, and tools to optimise the project lifecycle and embed continuous improvement. • Provide technical guidance to the ID business on implementing project and management systems and frameworks through 1-O-1 support and assurance activities. Systems or process accountabilities • Embed the IICD (Infrastructure Investment Capital Delivery) value chain, supporting continuous improvement in project delivery practices. • Integrate other project delivery enabling Management Systems across ID, including Project Controls (Risk, Cost, Schedule & Estimating), Data & Insights, Quality, Environment, and Safety, ensuring compliance and operational excellence. • Contribute to the development and embedment of a robust Monitoring and Assurance Framework to support governance and performance oversight across ID. • Identify, assess and recommend improvements to enterprise business processes, collating and incorporating feedback and insights from ID stakeholders in review with the Delivery Optimisation Manager. • Align ID practices with the Corporate Resilience Framework, support the enhancement of operational continuity and adaptability.
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Education / Qualifications

Required	Degree qualification in Business or professional
Desired	

Certifications / Licences

Required	Proficiency in MS applications, esp. MS Excel, Word and PowerPoint, MS OneDrive (SharePoint).
Desired	Proficiency in relevant toolsets highly desirable, e.g. MS365 Planner, MS Projects, Miro boards, and Visualisation tools like Signavio, ARIS, MS Visio, etc

Experience

Required	- Experience in supporting management systems and project management continuous improvement and practice excellence in an infrastructure delivery environment - Understanding of management systems and frameworks - Excellent technical writing skills. - Knowledge of program, and project management, including infrastructure project delivery, project financials, governance and assurance and risk. - Understanding of project management frameworks (e.g. AIPM or equivalent). 5-10 years' experience in enterprise management systems and delivery project management systems and process improvement. - Understanding of project management methodologies and industry best practices to improve delivery outcomes. - Ability to analyse and improve processes, identify risks and priorities, and resolve issues. - Collaborative team player with experience working with cross-functional teams. - Confident in engaging with cross-business stakeholders, support the facilitation of workshops, and collaborating with project team members. - Good communication and relationship-building skills, with the ability to influence and support the delivery of results. - Demonstrated ability to support the management of competing priorities and champion business value. - Have a willingness to learn, adapt, and support change. - Resilient, proactive, and committed to continuous improvement. - Experience in supporting the development and implementation of management systems, processes, tools, and training to uplift project management capability.
Desired	- Experience in a medium or large infrastructure or equivalent organisation - Prior exposure and experience of 5+ years working in infrastructure project and delivery teams. - Experience in coaching and training support highly desirable.

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
Process Management	1	Essential	Advanced
Influencing Skills	2	Essential	Advanced
Stakeholder Management	3	Essential	Advanced
Business Process Improvement	4	Essential	Advanced
Cross-Functional Collaboration	5	Essential	Advanced
Quality Management Systems	6	Essential	Intermediate
Presentations	7	Desirable	Intermediate
Decision Making	8	Desirable	Intermediate
Business Writing	9	Desirable	Intermediate
Process Mapping	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.