Sydney WATER

Job Profile

Senior Manager Safety Health and Wellbeing – ID/CX/WES

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Human Resources	**Career Stage**	G
Job Function	Health and Safety	**Career Stream**	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE3	**Last Modified Date**	24/07/2026
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	3+
People Leader	Yes	**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 Senior Manager Safety Health & Wellbeing – for Customer Experience, Infrastructure Delivery or Water and Environmental Services is a primary safety, health and wellbeing advisor to the Head of Business for a defined Sydney Water business units. The role is accountable for translating enterprise SHW strategy into business unit outcomes, ensuring the effective management of safety risk, wellbeing, injury management and safety culture uplift. The role is focused on leading a team which enables safe operational performance, managing critical risks, influencing leaders, and translating enterprise safety strategy into frontline outcomes.

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Accountabilities

Job Specific	**Strategic Advisory** • Act as the trusted SHW advisor to the Head of Business, providing clear, timely and actionable insight on safety, health and wellbeing performance • Translate enterprise SHW business strategy into business unit-specific priorities, plans and outcomes • Provide evidence-based advice on performance improvement and risk reduction. • Provide evidence-based recommendations on risk, performance targets and improvement initiatives • Verify that critical controls are implemented and effective. • Support risk-informed operational decision making. • Influence senior leaders to drive systematic and sustainable safety improvement **Safety Risk, Assurance & Systems Integration** • Oversee implementation of high-consequence risk controls pertaining to Enterprise Risk – Safety (ER03) • Embed safety systems and controls into core operational processes and decision-making • Provide oversight of investigations, assurance activities and control effectiveness **Health, Wellbeing & Safety Culture** • Lead delivery of integrated health, wellbeing and safety culture initiatives aligned to business unit needs • Drive improvements in psychological safety, engagement and resilience capability • Champion a preventative and proactive approach to employee health and wellbeing **Performance, Insights and Continuous Improvement** • Establish and track business unit SHW KPIs and performance metrics • Provide clear insights, trend analysis and “so what / now what” recommendations to the Head of Business • Drive continuous improvement initiatives, including business unit wide change programs • Apply benchmarking and industry insights to improve outcomes **Business Partnering and Stakeholder Engagement** • Build strong, credible relationships across the business unit • Ensure SHW services are aligned to the strategic plan and deliver measurable value **People leadership and capability uplift** • Lead and develop a multi-disciplinary SHW team (e.g. SHW Lead and SHW Advisors) • Build strong partnerships with operational leaders, unions, contractors and regulators • Build capability within business unit leadership teams in safety and wellbeing • Foster a high-performance, customer-oriented team culture

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Role Requirements

Education / Qualifications

Required	• Formal qualification in Work Health & Safety, Risk Management, or related discipline • Minimum Diploma of Work Health & Safety (or equivalent experience)
Desired	• Demonstrated commitment to **continuous professional development**

Certifications / Licences

Required	• Training or certification in ISO 45001 Safety Management Systems, including auditing (Internal or Lead Auditor desirable) • Qualifications or certifications in incident investigation, risk management or contractor safety
Desired	• Membership of a relevant professional body (e.g. AIHS) • Advanced understanding of psychosocial risk management and psychological health and safety

Experience

Required	• 7–10+ years in safety, health and wellbeing leadership within a large, complex, high-risk environment • Proven ability to influence and drive cultural change • Use of metrics, data and analytics to inform decision making • Demonstrated experience partnering with senior leaders to translate strategy into practical operational outcomes • Implementation and uplift of safety management systems, assurance frameworks and compliance maturity • Ability to translate enterprise strategy into business unit-specific plans and measurable outcomes • Advanced subject matter expertise in WHS legislation, regulatory compliance and assurance frameworks • Advanced capability in critical risk management, incident investigation and audit programs • Strong capability in psychological health, wellbeing and psychosocial risk management • Experience facilitating integrated wellbeing and resilience programs • Advanced knowledge of workers compensation, injury management and return-to-work frameworks • Ability to demonstrate early intervention and proactive case management strategies • Strong analytical capability with experience using data, metrics and insights to drive decision-making • Highly developed stakeholder engagement skills with the ability to coach, influence and build capability in leaders • Experience operating as an embedded business partner within operational environments

	• Ability to balance strategic leadership with hands-on operational delivery and field engagement • Experience working across multi-site operations and complex stakeholder environments
Desired	• Experience in utilities, infrastructure or asset-intensive environments • Exposure to contractor safety, major projects or capital delivery environments • Experience with digital safety systems and data platforms

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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 (F-H)	
Capability	**Descriptor**
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.

Functional Skills			
Skill	**Priority**	**Essential or Desirable**	**Proficiency level**
Health And Safety Standards	1	Essential	Advanced
Regulatory Compliance	2	Essential	Advanced
Interpersonal Communications	3	Essential	Advanced
Investigation	4	Essential	Advanced
Strategic Thinking	5	Essential	Advanced
Risk Analysis	6	Essential	Advanced
Stakeholder Management	7	Essential	Advanced
Management Reporting	8	Essential	Advanced
Report Writing	9	Desired	Advanced
Presentations	10	Desired	Advanced

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.