



Job Profile

Tenancy Services Officer

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Administration	Career Stage	C
Job Function	Generalist Administration	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	31/10/2022
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

The role of the Tenancy Services Officer is to coordinate and support the tenancy and facilities management function within Business Connect, providing specialist facilities knowledge and skill for all Sydney Water manned sites. The role also provides high quality customer service to stakeholders whilst providing a safe, reliable working environment for staff to attend.



Accountabilities

Job Specific	• Coordinate relocation/churn/furniture to fulfil requirements at Sydney Water locations, ensuring compliance and facilities requirements with key stakeholders • Manage service requests through to completion in line with resourcing requirements and service level agreements • Provide accurate information and assistance to effectively manage tenancy and service requests, escalating where necessary • Compile quotations based on scope of works for workplace asset and consumable requirements within organisational procurement guidelines • Proactively identify and produce correspondence to communicate updates, changes and key information to the business ensuring team information and processes are current • Oversee general administration and document management, keeping all relevant documentation up to date and easily accessible for the team • Report hazards, unsafe work practices, near misses or incidents immediately to manager to ensure that incidents or hazards identified in the course of work are reported, investigations are completed, and remedial action is taken. • Identify and implement ways to improve efficiency of Tenancy services processes and procedures, working with the team to track and evaluate improvements • Effectively manage escalations within the team and across the business to determine any gaps, identifying requirements (example, additional training, process improvements) • Manage purchase card expenses in line with Procurement procedures, within budget and timeframes for transaction submissions • Maintain effective engagement with key stakeholders to ensure service and project outcomes are agreed and targets achieved • Consistently display high customer-oriented service standards that are focused on desirable outcomes for the business and meets team objectives • Influence a continuous improvement culture within the team to achieve business objectives, working through areas of improvement within team processes, behaviours and standards • Monitor and coordination of works to ensure compliance with Sydney Water's H&S, Environmental and Quality Management Systems. • Ensure all audits, site inspections and observations are completed with a high level of quality and the outcomes shared within the SWC community. • Oversee WHS processes and standards to ensure they are maintained, including issued safety equipment is properly maintained and first aid requirements are met • Champion safety and wellness and understand safety accountabilities. • Work constructively as one team to achieve team outcomes • Contribute to a high performing team culture and commitment to the improvement of safety, customer, health and environmental outcomes • Role model SW values and behaviours and participate in a constructive and supporting working environment • Provide mentoring, support, technical advice and training to team members. Identify capability gaps and collaborate with your manager to improve team effectiveness • Provide input to prioritisation and daily task allocation as required by your manager
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Role Requirements

Education / Qualifications

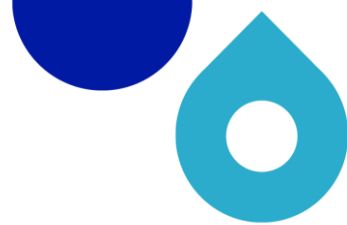
Required	•
Desired	•

Certifications / Licences

Required	- Valid C class driver's licence - First Aid certificate - White Card
Desired	•

Experience

Required	- Experience in planning and/or assisting the planning, management and delivery of facilities works relevant to multiple workplace accommodation environments - Intermediate skills in project management principles, methodologies, and tools. - Awareness of regulatory requirements as they relate to the delivery of projects including Workplace Health & Safety, Building Code of Australia, and relevant AS/ANZ standards for maintenance of facilities and assets. 3+ years in facilities management, property management or related services. - Demonstrated experience in procurement of goods and services to obtain sound commercial outcomes and "value for money". - Experience engaging across stakeholder groups internal and external to the organisation to achieve a business outcome and meet objectives - Exercise astute judgement in managing confidential and sensitive information that has the potential to impact on organisational performance and reputation. - Experience in high volume customer service requests and providing quality and accurate information to internal and external stakeholders - Experience in a front facing customer service role with high volume interactions - Effective oral and written communication skills including proven ability in preparation of written communications, reports and procedures - Well organised and manages time effectively - Very effective interpersonal communication and customer service skills - Demonstrated ability to assess, influence and report on contractor performance - Day-to-day decision-making accountability around organising resources for jobs and categorisation / escalation of incidents - Ability to provide support with the highest degree of integrity and diplomacy - Ability to work collaboratively with the goal of achieving better outcomes for the organisation
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
Interpersonal Communications	1	Essential	Intermediate
Stakeholder Engagement	2	Desirable	Developing
Influencing Skills	3	Desirable	Developing
Organizational Skills	4	Essential	Intermediate
Facility Operations	5	Desirable	Developing
Decision Making	6	Desirable	Intermediate
Time Management	7	Desirable	Intermediate
Emergency Management	8	Desirable	Developing
Strategic Thinking	9	Desirable	Developing
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.