



Job Profile

Business Process Lead

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Strategy, Change & Planning	Career Stage	F
Job Function	Business Performance	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	11/04/2024
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 Process Improvement Delivery Team exists to bring process improvement rigor, methods, & tools to strategic priority areas and process improvements initiatives (enterprise to more localized) across Sydney Water. The purpose of this lead role is to drive transformation, deliver process improvements, and support uplift of process maturity across Sydney water using innovative process improvement methods. Ultimately, this role will deliver quantifiable process improvements, systems integration recommendations, value adding solutions, achieve necessary levels of process maturity and capability, and ensure seamless integration with 3rd party processes. This position will also be responsible for coordinating with other integral projects currently in progress that have dependencies or linkages. Accordingly, this role will act as a process leader to the business, challenging the status quo to ensure the achievement of significant business outcomes as well as to roll up the sleeves as required. Drive delivery of process transformation across Sydney Water for all strategic Priority Processes (including achieving that transformation through coaching of business, providing delivery services supporting a discrete number of the most high impact continuous improvement initiatives within the Supported Business Unit(s) and helping the Supported Business Unit(s) to prioritise initiatives).



Accountabilities

Job Specific	• Ensures relevant business process improvement risks are appropriately identified, recorded and managed in a consistent and planned fashion in accordance with Sydney Water practice and standards. • Responsible for injecting Process Improvement expertise in process COE Method, tools, template activities as required • Understand Sydney Water's corporate strategy and demonstrate Sydney Water values and behaviours in order to contribute to a positive and productive working environment. • Demonstrate commitment to the People & Culture Group vision and objectives and understand your contribution to achieve these. • Lead/ Drive the project team to deliver significant process improvement benefits while maintaining a high performing project team that is aligned to Sydney Water's signature behaviours and values. • 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. • Contribute to board, committee and executive papers for relevant reporting and decision making. • Exercise astute judgement in managing confidential and sensitive information that has the potential to impact on organisational performance and reputation. • Coach, mentor, and develop Process Maturity/ Process Improvement capability of project team members, colleagues, or others. • Navigating and partnering with senior stakeholders • Navigate tough situations and problem solve project or process challenges • Being able to paint the big picture while being able to dive into the details • Lead by example and leading while being an active/responsive participant to get the work done • Support pipeline generation, either by identifying opportunities for where you can add value or through conducting deep dive diagnostics • Commit to being Safe & Well Together in meetings such as sharing lessons learned and Safety moments. • 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 to all staff. Develop, share and implement a personal safety action plan. • Support staff wellness and resilience during a time of significant technological and process change. • Support the safety and security of the workplace. • Support the safety of all staff and contractors • Participate in ongoing process and system improvements to support and improve business efficiency and risk management.
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Role Requirements

Education / Qualifications

Required	- Tertiary qualification in business, engineering or related field, or experience deemed equivalent. - Lean Six Sigma Green Belt or Black Belt or Master Black Belt
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	10+ years' experience in process improvement (lean, six sigma, TPM, TQM) or transformational projects - Demonstrated experience in implementing Lean, Six Sigma and/or other similar process improvement methodologies to identify waste and inefficiencies and develop action plans for improvement. - Strong analytical/ statistical analysis skills - Advanced ability to successfully apply project management tools and agile, including the development and delivery of project plans, allocation of resources and implementation of appropriate milestones and performance measures and agile ceremonies. - Experience mentoring and providing team support to ensure Lean Six Sigma capabilities scale across the broader business - Experience in working with complex processes spanning across multiple teams and business functions. - Strong presentation, writing and communication skills. - Strong EQ, stakeholder management skills, and ability to communicate, influence, and persuade all levels of the organization. - Demonstrated ability to work with teams to develop their functional competencies through process design and improvement. - Expert facilitation skills. - Demonstrated experience working closely with IT to enable transforming processes - Demonstrated ability to adopt a solution focused approach and the ability to make sound decisions under pressure.
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	• Demonstrated ability to plan, prioritise, and deliver to tight or conflicting timescales. • Expert Process Design/ Mapping and Business Process Reengineering skills • And other software or systems as required
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 (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
Business Process Improvement	1	Essential	Advanced
Cross-Functional Collaboration	2	Essential	Advanced
Prioritization	3	Essential	Advanced
Process Management	4	Essential	Advanced
Influencing Skills	5	Essential	Advanced
Presentations	6	Essential	Advanced
Stakeholder Management	7	Essential	Advanced
Quality Management Systems	8	Desirable	Advanced
Decision Making	9	Desirable	Advanced
Resource 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.