



Job Profile

Business Project Officer

Group: Infrastructure Delivery

Job Summary

<i>To be completed by People and Culture team</i>			
Job Family	Administration	Career Stage	C
Job Function	Generalist Administration	Career Stream	Operational
Coverage <small>EA = Enterprise Agreement ICE = Individual Contract of Employment</small>	EA 9	Last Modified Date	27/11/2025
<i>To be completed by Manager ~ (Team Size relates to People Leadership)</i>			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

Who we are.

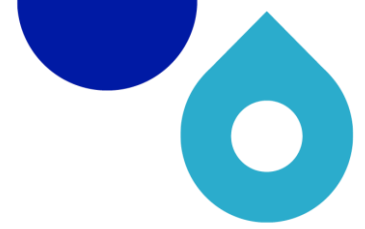
At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, 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 purpose of the position is to manage and support the Performance Delivery Hub (PDH) business unit and teams, to deliver quality and efficient administration services as well as supporting the onboarding and offboarding of personnel to PDH, Infrastructure Delivery, including staff, service providers, Delivery Partners and contractors as well as ensuring SW systems and processes compliance. This role involves supporting the PDH Head of Business (HoB) and PDH Senior Management by working closely with all staff and contracting partners to fulfil general office administration, access coordination, systems requests and maintaining & enabling applications and data access, ensuring SW's process compliance to improve the user experience and achieving business outcomes and continuous enabling and service support.



Accountabilities

<p>Job Specific</p>	<ul style="list-style-type: none"> • Lead the onboarding/ offboarding processes for the PDH leadership team including proactively preparing for new starter arrivals, managing the org structure, floor plans, access requests, hardware, ID/ access cards, office and carpark access register and relevant specific systems and physical access and applications. • Proactively engage and work collaboratively with the PDH HoB and leadership team to manage their administration expectations and address any concerns or complaints with regards to current support and services with the goal of achieving better outcomes for the business. • Lead the staff onboarding, system requests, user profile account extensions and offboarding through Business connect and from SW Delivery Portal, ensuring accurate system data with no inactive accounts. • Coach and train the business administrators (as required) and P&C teams to work collaboratively to define and understand the documented onboarding processes and are managed appropriately, and work through issues clearly and concisely with relevant internal and external stakeholders to successfully manage employees and subcontractors' access to Sydney Water applications and offices/ sites. • Understanding of Sydney Water processes and policies plus underpinning management and business systems, data, ways of working, capabilities and governance and ability to provide the management team with the right information to efficiently manage business planning and contribute to continuous improvements. • Deliver client-centric, high-quality and efficient administration services to Sydney Water PDH Senior Leaders and wider team supporting the implementation of the relevant business processes and improvements. • Management of ID's fleet including engaging Senior Management to understand ongoing fleet needs, increase standardisation of vehicles, improve vehicle utilisation and increase green fleet rating (if applicable). • Manage and act as the escalation point for the ID key register and distribution of Sydney Water keys to staff and Contractors (if applicable), regularly auditing the process and allocation of keys meeting the requirements of the security policy, (if applicable). • Support Senior Management by managing reporting data, presentations and sending out team communications to internal and external staff as required. • Where required delegate or provide support on other general administration areas such as administering and organising team training & development (collaborating with Events, PDH Teams and Learning & Development), events and workshops, Remuneration Status, Change forms, managing staff transfer requests and submitting service requests for standard issue and BYO devices, system applications, PPE, hardware and other required fields. • Build a high-performance culture through role clarity, open and constructive and effective communication with teams and SW business partners • Engage staff to understand Sydney Water's corporate policies and direction, and role model SW values and behaviours to create a positive and productive working environment.
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	<ul style="list-style-type: none">• Coach and develop capability of PDH team members to enable delivery against security policies, onboarding/ offboarding requirements and business and Enterprise Plan targets.• Initiates and maintains strategic relationships with stakeholders and business partners including contractors and suppliers to solve business problems and contribute to business continuous improvements.• Ensuring that the internal or external customers' and stakeholders' perspective are a driving force behind strategic priorities, business decisions, organisational processes, and individual activities.• Results driven, proactive and with ability to remain positively motivated and foster team collaboration at times of significant pressure, including assisting others to meet deadlines.• Exercise astute judgement in managing confidential and sensitive information that has the potential to impact on organisational performance and reputation.
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Role Requirements

Education / Qualifications

Required	<ul style="list-style-type: none"> Diploma in Business Administration or a related discipline and/or experience deemed equivalent
Desired	<ul style="list-style-type: none"> Qualifications in Change Management and Lean Thinking or equivalent desirable

Certifications / Licences

Required	<ul style="list-style-type: none">
Desired	<ul style="list-style-type: none">

Experience

Required	<ul style="list-style-type: none"> Demonstrated experience in business services, in a similar role within a similar industry. Demonstrated technical capability in providing transactional and administration services for business units, large project teams. Demonstrated ability to develop and maintain effective working relationships including those with senior management and other key internal and external stakeholders. Excellent interpersonal communication and writing skills. Excellent interpersonal communication skills and demonstrated experience in collaborative and consultative processes at a professional level Demonstrated high level capacity to use office computing applications including or similar to: InEight Document, SWIM, MS - Word, Excel, Visio, SharePoint, PowerPoint, etc. Demonstrated ability to identify and implement improvements to current area of responsibility. Ability to work flexibly within a team, sharing knowledge and planning time to complete tasks by setting timeline expectations based on business needs. Ability to work effectively in large teams, learn and adapt to change. Strong problem-solving skills to find root causes and to utilise a first principles approach with attention to detail
Desired	<ul style="list-style-type: none">



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
System Administration	1	Essential	Developing
Organizational Skills	2	Essential	Developing
Time Management	3	Essential	Developing
Results Focused	4	Essential	Developing
Troubleshooting (Problem Solving)	5	Essential	Developing
Business Writing	6	Essential	Developing
Detail Oriented	7	Essential	Developing
Interpersonal Communications	8	Essential	Developing
Process Improvement	9	Desirable	Developing
Analytical Skills	10	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.			



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.