



Job Profile

Commercial Manager

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Finance & Accounting	Career Stage	F
Job Function	Commercial Management	Career Stream	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE 2	Last Modified Date	5/05/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	1 - 4
People Leader	Yes	Indirect Team Size	

Who we are.

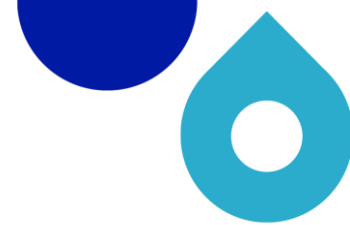
At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, 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

Deliver best-in-class procurement services to ensure that the business gets the goods, services and facilities it needs, when it needs them and for the right total cost of ownership. The role leads a team of Commercial Specialists to provide commercial and strategic advice and ensures the efficient delivery of procurement services for capital projects



Job Specific	Partnering with PWG • Work collaboratively and in partnership with relevant Project Working Groups (PWG) and stakeholders to identify and understand the strategic direction of business and effectively engage to align priorities to deliver better commercial outcomes to Sydney Water. • Provide commercial advice as subject matter expert and assist with financial management as appropriate. • Provide guidance, support, and instruction to the working group on procurement, sourcing, and contract management processes, systems, procedures, templates and completion of sanctioned documents. • Enable visibility via project pipeline to support resource planning including proactive engagement with business to ensure they can also support activities • Aim to improve stakeholders' experiences and buy-in while ensuring that effective governance is adhered to throughout procurement lifecycle. Source to contract • Provide advice, direction, and review Procurement Strategy, Tender evaluation, and Recommendation to award. • Oversee and provide guidance to ensure that sourcing activities fulfill business needs, are delivered in timely manner, and achieve the best possible commercial outcome while good governance and probity is maintained. • Lead the negotiation with supplier on behalf of PWG as appropriate • If required, step in to assist the team in delivering and completing complex sourcing activity or negotiating with suppliers. Project Commercial Management • Proactively generate, explore and shape new commercial opportunities and setup new commercial partnerships in such a way that maximises the potential value for Sydney Water and is aligned to strategic objectives. • Provide oversight and direct Commercial Specialists in the development and delivery of commercial resolutions and outcome for projects. • Identify and facilitate improvement opportunities to deliver better commercial outcomes for Sydney Water. • Develop appropriate commercial strategy for specific opportunity with sufficient robustness to address potential risk and uncertainty throughout the project. Contract management • Ensure that contracts are effectively managed and expected benefits are realised throughout project lifecycle. • Facilitation of proactive engagement of project stakeholders, as required, to ensure positive working relationships, ongoing transparency and successful outcomes for Sydney Water. • Act as point of commercial escalation when the PCG encountering issue with supplier. Participate in the dispute resolution process and supporting the management team as required. • As part of negotiation team, lead commercial negotiation with external parties to generate win-win outcomes while protecting Sydney Water interests. • Lead the ongoing review of the commercial aspect of the project to ensure that the contract is fit for purpose, continuously meets the needs of the project, delivering intended commercial outcome.
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	• Take necessary actions to correct the issue and mitigate risks arise out of supplier performance and their inability to fulfil contractual obligations. • Support supplier relationship management activities for major and strategic suppliers. Team management • Coach, mentor, and support Commercial Specialists to deliver best in class procurement services with focus on the overall Procurement plan and associated activities to increase maturity. • Demonstrating growth mindset by driving continuous improvement culture within the team and pursuing initiatives that will result in improvements in value, operational efficiency and productivity through contributing to ongoing reviews and simplification of process, technology and capability development. • Ensure that effective project management discipline is applied to everything that we do i.e. all our works are tracked, reported, and escalated accurately and in a timely manner. • Hold ourselves accountable for the quality and outcomes of our team contribution and performance. • Be accountable for the identification, validation (with the business and Finance Business Partners), tracking, and reporting of benefits delivered and other Key Performance Indicators (KPIs).
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Role Requirements

Education / Qualifications

Required	• Relevant degree qualification (e.g. Supply Chain, Finance, Business) or experience deemed equivalent
Desired	• Professional Procurement qualification such as CIPS (or equivalent)

Certifications / Licences

Required	•
Desired	•

Experience

Required	• 8+ years' experience in procurement category management and/or business partnering in a large complex organisation, preferably in a similar organisation or industry sector • 2+ years experiences in leadership role is desirable
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- Demonstrated ability to coach, mentor, and support a team of procurement professionals in delivering best in class procurement services
- Deep knowledge of procurement category planning, strategic sourcing, contract development and management, supplier management with familiarity with purchasing systems and processes.
- Proven ability to implement strategic frameworks that deliver excellent commercial outcomes.
- Contribute to the establishment of procurement strategies that meet stakeholders' requirements and deliver optimum strategic outcomes
- Demonstrated experience in to partner closely with the business while maintaining a degree of functional independence to develop effective category plan and procurement strategies to contribute to the overall success of the business
- Deep understanding of financial, commercial and regulatory cost drivers, provides advice on the business implications of costs/ benefits to ensure the outcomes are aligned to the organisation's strategic goals
- Collaborates effectively with stakeholders and promotes the use of project management tools, principles, quality assurance and governance frameworks
- Ensuring timelines are adhered to for projects by keeping stakeholders aware of risks and issues with timing, scope and execution
- Participates and contributes to project reviews including progress and status updates, outcomes and future improvement discussions; identifies and escalates any possible project plan variances
- Ability to facilitate forums and workshops with all levels of management to achieve required outcomes.
- Demonstrated ability to engage and influence outcome when dealing with conflicting priorities and objectives
- Analyses and influences a diverse and complex set of cost and operational drivers and applies extensive knowledge of category management principles, tools and best practices to consistently exceed savings targets & strategic objectives
- Demonstrated ability to structure ambiguous and complex problems and developing approaches/methodologies for identifying and assessing various options to address these problems.
- Outcomes focus such that when faced with complexity and competing demands, knows where to focus and how to gather support to enable teams to deliver business value.
- Demonstrated ability to apply effective contract and supplier management practice to drive performance and maximise benefits realisation
- Develop detailed Contract Management Plans, KPIs, performance reviews, governance structures, resources, benefits tracking and reporting for procurement activities

Desired

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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
Interpersonal Communications	1	Essential	Advanced
Organizational Skills	2	Essential	Advanced
Project Management	3	Desirable	Advanced
Stakeholder Management	4	Desirable	Advanced
Strategic Thinking	5	Desirable	Advanced
Detail Oriented	6	Desirable	Advanced
Negotiation	7	Desirable	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.