



Job Profile

Contract Officer Level B

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Operations & Maintenance	Career Stage	TBC
Job Function	O&M Management	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	17/09/2024
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

This role actively contributes to the management of multi-million-dollar contracts within the Network Operations team, delivering works and services, at best value for Sydney Water. Delivering the optimal balance of operational, commercial, safety, environmental and regulatory outcomes, risks, and opportunities for key contracts in Sydney Water.

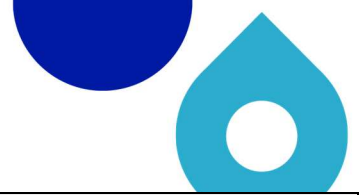


Accountabilities

Job Specific	Operational Management • Deliver results for allocated contract elements, programs of work, emergencies, and critical incidents. • Manage contractors to deliver on contract elements, works and services that directly impact Sydney Water contracts, projects, customers, and reputation. • Set objectives for contractors and internal employees to meet contract requirements. • Assign work to contractors/internal employees, coordinate activities between multiple stakeholders and monitor completion. • Manage operational interfaces between private partners/ contractors and internal business units • Use technical knowledge to prioritise allocated work packages to meet business needs • Contribute to operational and technical decisions that balance commercial and regulatory outcomes and risks • Support incident response and participate in incident debriefs, implementing identified solutions into work practices • Prepare Flow isolation &/or Flow management (FIFM) plans and implement on site where required Relationship Management • Develop and maintain strong relationships with internal stakeholders and private contractors/ partners to deliver effective outcomes. • Investigate and manage the resolution of customer complaints and enquiries in a prompt and courteous manner and record in Sydney Water systems • Determine whether client requests are within the scope contracts, providing advice and alternative options when not within scope of contracts Commercial Management • Review, verify and process monthly contract payment claims in relevant systems • Contribute to monthly financial reporting for allocated contracts including cost period reports and budget and contract tracking reporting. • Contribute to commercial analysis of options and decisions in line with regulatory requirements and operational outcomes. • Deliver cost effective works and services through the contractors and make decisions to achieve this. • Assess site specifics with job details and determine most cost-effective method to complete the works, meeting customer and stakeholder requirements. Contract Management • Deliver work plans, services and assigned projects on time and within approved budget. Be actively involved in the coordination, scoping, methodology and allocation of works, and monitor completion. • Manage the effective delivery of contract related projects including monitoring, evaluating and reporting on performance, effectiveness and benefits realisation. Identify and manage risks and issues, to ensure project objectives are achieved • Manage the assigned elements of contracts to achieve the balance of operational, commercial, and regulatory outcomes. • Monitor contractor performance against KPIs and contractual requirements. This includes collection and analysis of relevant data with a view to identifying opportunities for improvement. • Support the implementation and delivery of contract management and its compliance (Health, Safety, Environmental, Quality, Program, Community) • Ensure compliance with all relevant legal and regulatory requirements and all relevant Company and Group policies and processes. • Contribute to contract management activities including the development of Contract Management Plans, and facts sheets, system updates and other reports
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	• Schedule and participate in Contract management and performance meetings including recording minutes and actions. • Provide accurate reporting to Clients, stakeholder, and management as required • Assist with procurement activities including the development of procurement strategy, contract documentation, provision of historical data, tender evaluation, and onboarding and off boarding of Contractors. • Follow all procedures including Sydney Water contract management policies and procedures, and ensure contract delivery meet compliance, probity, audit, and statutory requirements. • Assist in the evaluation of contracts and projects and workplan activities, including measurement and payments, evaluating performance, contract variations, cost adjustments, contract extensions. • Assist in dispute resolution with contracted organisations and Sydney Water Delivery Partners • Apply time management principles to minimise the risk of poor contractual delivery outcomes. • Participate in audit programmes for assigned contracts. Including audits and site inspections as required for safety, environment, performance, and quality parameters on a risk-based frequency. • Draft responses to customer enquiries and assist with the drafting of Ministerial, Board and Executive correspondence. Contract Development • Provide insights in the development, negotiation, and establishment of contracts. • Review and assess contract methodologies including reviewing performance, and providing recommendations to improve operational management • Assist in the preparation and evaluation of tenders to ensure effective and efficient contracts • Work with the nominated Procurement Working Group (PWG) to prepare and evaluate tenders to ensure effective and efficient contracts Process/Systems • Support continuous improvement of corporate and business systems. • Follow established processes and seek to continuously improve them. • Create new and better ways in role, own processes for managing the contractors, investigating, and utilising new technologies through our contractors. Leadership • Work constructively as one team to achieve team outcomes. • Contribute to a high performing team culture and commit to the improvement of safety, customer, public health, and environmental outcomes. • Role model Sydney Water values and behaviours and participate in a constructive and supportive 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 leader. • Provide input to prioritise work across the team. • Authorised to make decisions within standard procedures and delegations. • Self-manage completion of tasks to ensure safety, quality, time, cost requirements are met. • Monitor, manage and report delivery of Workplan Activities. Safety • Be accountable for own safety. Wear appropriate personal protection equipment (PPE), and comply with Sydney Water's safety procedures, and contractor requirements on site. • Champion safety and wellness and understand safety accountabilities. • Ensure that for allocated contracts work is planned and delivered in accordance with Sydney Water Work, Health and Safety (WHS) policies and procedures. • Ensure contractors have suitable safe systems of work, verified through site inspections.
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	• Field inspections of high-risk environments may be required, for which relevant permits / tickets are required • Monitor Contractors safety compliance in relevant systems • Complete and maintain safety related training as required such as Construction White Card, and Confined Spaces, working at heights, Lock out tag out and flow Isolation and flow Management • Facilitate and contribute to Hazard Identification and Risk Assessment (HIDRA)'s and risk assessments for allocated work with Contract Partners and other stakeholder • Contribute to the management, investigation and reporting of safety incidents in safety systems
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Role Requirements

Education / Qualifications

Required	- Relevant degree qualification in Engineering or Science, and/or relevant contract / project management experience, and/or relevant water industry construction or maintenance experience. - Pre-employment medical may be required to check for suitability to enter confined spaces, and periodic assessments required thereafter.
Desired	

Certifications / Licences

Required	Construction Induction (White Card)
Desired	Drivers' licence or ability to obtain one

Experience

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			
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
Contract Management	1	Essential	Intermediate
Project Management	2	Essential	Intermediate
Supplier Performance Management	3	Essential	Intermediate
risk management	4	Essential	Developing
Technical Writing	5	Essential	Intermediate
Invoicing	6	Essential	Intermediate
Negotiation	7	Desirable	Developing
Purchasing	8	Desirable	Intermediate
Supplier Identification And Selection	9	Desirable	Developing
Regulatory Compliance	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.			

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.