



Job Profile

Customer Research and Engagement Analyst

Group: Customer and Stakeholder Engagement

Job Summary

To be completed by People and Culture team			
Job Family	Data and Intelligence	Career Stage	D
Job Function	Data Analytics and Business Intelligence	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	18/06/2025
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

To enable the Customer and Strategic Insights (CSI) team to provide key customer research and insights supporting better decision making across the business. It entails assisting in the delivery of various research programmes of work, including assisting the Customer Research and Engagement team in vendor and delivery management regarding our customer insights, dashboards and reporting, as well as supporting the broader CSI team in the alignment and delivery of the insights sourced from supporting enterprise-wide programmes of work.



Job Specific	The key focus of this role is to support and contribute to the consistent and evidence-based view of customer needs and expectations, and our performance at meeting customer outcomes by: • Maintaining relevant and up-to-date customer contact details to enable robust research to be conducted. • Embedding tools within the business that assist in the delivery of the research program of works, such as operationalising customer and stakeholder categories. • Supporting the Customer Research and Engagement team's implementation, deployment and maintenance of enterprise-wide measurement for customer experience. • Contributing to and supporting the structured program of collecting data regarding the experience customers have with Sydney Water to better understand customers' needs and expectations. • Delivering thematic summaries and reports synthesising relevant insights from various sources into actionable recommendations for internal stakeholders. • Supporting enterprise-wide deployment and adoption of CX measurement tools, technologies and ways of working across key customer touchpoints. • Supporting the Customer Research and Engagement communication and education program by writing articles that articulate the work done by the Customer Research team to the wider business. Working with other members of the Customer Research and Engagement team to ensure the customer research and engagement programme is fully aligned and integrated. • Implement customer research and engagement projects to meet business requirements, including framing research questions, as well as the delivery of the research and reporting of actionable insights. • The application of a range of quantitative and qualitative research and engagement methods including data collection (for example, customer surveys), data analysis, the interpretation of findings and updating existing reports. • Contribute to the continued roll out of customer measurement across all customer touchpoints and business initiatives. • Work flexibly and collaboratively with a small team across a range of simultaneous projects. • Creation and maintenance of customer contact lists for surveys, ensuring that information is well maintained, accurate and up to date. • Operationalisation of customer and stakeholder categories across Sydney Water key tools eg SAP CRM and Open Point. • Support the Customer Research and Engagement team in the comprehensive analysis of research and engagement findings and integration of said findings into business planning and decision-making. • Maintain strong internal networks to support customer research and engagement initiatives.
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Role Requirements



Education / Qualifications

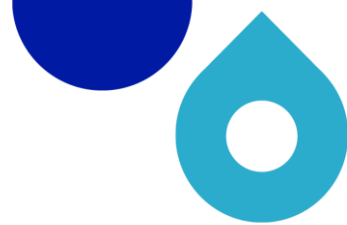
Required	- Minimum tertiary qualifications in relevant discipline (research, behavioural or social sciences, marketing or business) or experience deemed equivalent. - Basic understanding of Java Script, HTML and CSS.
Desired	

Certifications / Licences

Required	
Desired	IAP2 certification.

Experience

Required	- Minimum 2 years relevant experience in customer research and/or customer engagement including use of best practice research tools. - Experience with research and insights tools and office software, including MS Office (Excel, Word, PowerPoint and SharePoint). - Experience in report writing and communicating research findings to internal stakeholders to improve strategic and/or business decision making. - Strong knowledge of customer research and/or engagement techniques including qualitative and quantitative - Experience in collating, cleaning and validating customer lists - Experience with CRM systems
Desired	Knowledge and understanding of research and deliberative techniques.



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 coaches 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
Qualitative Research	1	Desirable	Developing
Quantitative Research	2	Essential	Intermediate
Statistical Software	3	Essential	Intermediate
Analytical Skills	4	Essential	Intermediate
Report Writing	5	Essential	Developing
Detail Oriented	6	Essential	Intermediate
Time Management	7	Essential	Intermediate
Stakeholder Management	8	Desirable	Developing
Interpersonal Communications	9	Essential	Developing
Prioritisation	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.