



Job Profile

Discovery Tour Coordinator

Group: Customer and Stakeholder Engagement

Job Summary

To be completed by People and Culture team			
Job Family	Communications and Marketing	Career Stage	C
Job Function	Stakeholder and Community Engagement	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	5/08/2026
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 coordinate the smooth delivery of community education experiences that support the Water Literacy and Education plan. This role provides day-to-day support for activities and programs across the Discovery Tour, with a focus on safety and being visibly present across our operating area.



Job Specific	• Coordinate the smooth delivery of Discovery Tour activities and community education programs that support the Water Literacy and Education plan. • Monitor risks, implement controls and escalate safety concerns or incidents as required • Provide day-to-day support for the operation and basic maintenance of education facilities and spaces. • Coordinate Discovery Team rostering, staffing, logistics and operational communications to support the safe and effective delivery of programs and events. • Administer casual staff timesheets and rostering in line with the Enterprise Agreement, including break compliance, minimum shift lengths, penalty loadings and roster notice periods. • Collaborate with the Water Literacy and Education Coordinator to plan, schedule, resource and coordinate community education activities, activations and engagement initiatives. • Manage Discovery Tour bookings, enquiries, stakeholder communication, administration and post-event feedback processes. • Apply organisational campaigns and key messages within community education programs and events. • Support the implementation of digital tools and engagement approaches that improve accessibility and participation. • Maintain and manage educational resources, activation equipment and the Wonders of Water Discovery Van. • Gather feedback and contribute to continuous improvement of community education programs and activations. • Provide operational support and, where required, contribute to the delivery of education programs and community engagement activities.
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Education / Qualifications

Required	Qualification or equivalent training and experience in education, teaching, environmental science, science or a related discipline.
Desired	

Certifications / Licences

Required	- Working with Children Check - First Aid - NSW C class Driver's Licence
Desired	

Experience

Required	- Experience coordinating the delivery of education programs or community events, ideally over several years. - Understanding of the school education sector and basic awareness of curriculum frameworks, with the ability to apply child and adult learning principles when supporting programs. - Experience organising activities or small projects, including tracking tasks, timelines and basic budgets or contracts. - Strong interpersonal skills that enable positive, professional relationships with colleagues, partners and community members. - Ability to support the creation and delivery of engaging learning activities and resources, rather than lead full program design. - Ability to understand technical and scientific information at a practical level and help translate key messages into clear education materials and conversations. - Strong organisational skills and the ability to manage a busy workload across multiple bookings and events, coordinate resources, set priorities and adapt to changing conditions. - Practical problem-solving skills, including the ability to identify issues in delivery and suggest workable solutions. - Demonstrated ability to work effectively with stakeholders at community events and activations (e.g. schools, community groups, event partners). - A proactive, hands-on attitude and enthusiasm for helping achieve positive outcomes for participants and the community. - Ability to connect program delivery to broader organisational outcomes. - Ability to provide clear, practical guidance to Discovery Team members about community education delivery, event expectations and safety on site.
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 (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
Interpersonal Communications	1	Essential	Intermediate
Rapport Building	2	Essential	Intermediate
Community Outreach	3	Desirable	Developing
Time Management	4	Desirable	Intermediate
Public Speaking	5	Desirable	Developing
Influencing Skills	6	Desirable	Intermediate
Presentations	7	Desirable	Intermediate
Advocacy	8	Desirable	Developing
Event Planning	9	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.			

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.