Sydney WATER

Job Profile

Employee Experience Coordinator

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Human Resources	**Career Stage**	D
Job Function	Organisational Development and Diversity	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA 11	**Last Modified Date**	7/08/2025
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

This position is responsible for the hands-on delivery of employee experience initiatives, with a strong emphasis on recognition, benefits, and engagement programs. Prioritising the execution of project plans, maintaining accurate records, coordinating logistics, engaging with vendors, identifying innovative solutions, and supporting program delivery. The role plays a key role in ensuring that employee-facing programs are delivered efficiently, consistently, and with impact. By focusing on seamless execution, the role contributes to a workplace culture that values appreciation, wellbeing, and connection. The coordinator works closely with People & Culture teams, communications and events teams, business

leaders, and external partners to bring employee experience strategies to life in a way that is practical, timely, and aligned with company values.

Accountabilities

Job Specific	**Coordinate end-to-end logistics for the annual company award ceremony** • Manage the operational delivery of the Better Life and Long Service Awards, our annual event celebrating excellence and long service across the company. Responsibilities include executing the event plan, managing employee nominations, coordinating invitations and RSVPs, liaising with venues and suppliers, organising award materials, and supporting the development of communication materials. The role also involves providing hands-on support to the event lead and working closely with Communications and Events teams to ensure a smooth and impactful experience for all attendees. **Deliver Long Service Award Operations** • Coordinate monthly Long Service Awards by tracking eligibility, delivering communications, working with vendors to ensure each milestone is recognised in a timely and meaningful way and providing support to recipients – creating a positive and celebratory experience for recipients. **Lead Childcare Benefit Process update** • Own the update of the Childcare Benefit process, including refreshing forms, process, trackers, drafting communications and documentation. Engage with internal administrators and recipients of this benefit to gather feedback and pilot the enhanced forms ahead of go-live, ensuring improvements are practical, user-friendly, and well-communicated. **Maintain program records and systems** • Ensure accurate and up-to-date records across all recognition and benefits programs, including databases, tracking tools, and reporting documents. **Support informal recognition initiatives** • Report on informal recognition programs, review reward distribution, and maintaining visibility of program usage and impact. **Assist with benefits communications** • Contribute to the development and distribution of employee communications that promote benefits and recognition offerings, ensuring clarity and engagement. **Provide project support** • Support benefits-related initiatives by coordinating meetings, preparing documentation, tracking actions, and assisting with implementation activities. **Vendor and stakeholder liaison** • Act as a point of contact for vendors and internal stakeholders, supporting day-to-day operations, processing invoices, and managing routine correspondence. **Data and reporting support** • Assist with data collection and preparation for benchmarking, reporting, and program evaluation, contributing to continuous improvement efforts. • Complete analytics support in remuneration and reward data. **Manage Program Inboxes and Queries** • Monitor shared inboxes and respond to routine employee queries related to benefits, recognition and employee experience programs, ensuring timely and helpful responses.

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Role Requirements

Education / Qualifications

Required	• Certificate, Diploma or Degree in Business Administration, Human Resources, or a related field; or previous experience in a similar role.
Desired	•

Certifications / Licences

Required	•
Desired	•

Experience

Required	• Strong communication skills, both written and verbal • Strong organisational and time management skills • Excellent attention to detail and accuracy • Proficiency in Microsoft Office Suite, especially Excel, Outlook, and Word • Proficiency in Analytics Data and insights • Basic understanding of HR policies and procedures • Innovative mindset • Supportive and empathic • Event coordination experience • Experience with HR systems • Program coordination • Stakeholder engagement
Desired	• Process improvement

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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 (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**
Project Implementation	1	Essential	Intermediate
Project Coordination	2	Essential	Intermediate
Interpersonal Communications	3	Essential	Intermediate
Event Management	4	Essential	Developing
Stakeholder Management	5	Essential	Intermediate
Vendor Management	6	Essential	Intermediate
Records Management	7	Essential	Intermediate
Data Entry	8	Essential	Intermediate
Data Reporting	9	Desirable	Developing
Cross-Functional Collaboration	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.