



Job Profile

Senior Asset Management Process Specialist

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Engineering	Career Stage	D
Job Function	Asset Management	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	3/06/2024
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

The role provides enterprise and functional leadership to analyse and reengineer business processes to provide continuous improvement for Asset Information Management to support Sydney Water's Asset Management System (AMS) and Asset Information System (AIS) to deliver Sydney Water's Asset Management Objectives and vision for creating better lives with world-class water services. The role streamlines the collection, exchange, maintenance, and retirement of data to support asset management objectives. The role consults on and implements effective asset information management principles and processes, service management and delivery models. The role enables continuous improvement initiatives across the asset information system including people, process, technology and data.



Accountabilities

Job Specific	• Provide internal consulting on asset information management, coach the organisation in the use of processes as required. Work under limited direction and make decisions relating to business needs and quality of outputs. • Coordinates efforts to analyse and reengineer business processes to streamline collection, exchange, maintenance, and retirement of data. • Delivers all improvements aligned to asset information management service management model. • Works with individuals across the organisation to understand how asset information management processes work and engage with users and leadership to understand any barriers and benefits. Implement changes aligned to information needs, end user efficiencies and organisational benefits. • Collaborates with organisation to understand operational business needs, what assets are being constructed and what services can be provided to support the design and application of fit for purpose asset information management solutions for Sydney Water. • Ensures business process support effective balance between centralised and decentralised data management models to organisational needs, asset management system and assure appropriate data management controls. • Define change management for asset information management processes and ensure implementation is focussed on internal and external end user needs. Ensure operational impacts are considered and addressed as part of decision making. • Defines and documents data management processes for asset information management. Ensures roles and responsibilities are consistently applied on process reviews and reengineering. • Tracks and measures realisation of business benefits and value targeted in asset information management programs and process improvements. • Develops, documents and advocates for business requirements including strategic and continuous improvement initiatives to enable effective digital solutioning, development, deployment and configuration of applications that enable the asset information management system. • Prepares use cases of success stories in the organisation where master data management and reference data management has improved business processes and outcomes • Allocate tasks and make decisions on the risk profile and quality requirements of work to support effective service management. • Provision of technical direction, professional guidance, and quality assurance for team members. • Build rapport and maintain internal and external relationships to enable effective consideration of stakeholder needs/expectations for asset information management. • Work under limited direction and make decisions relating to business needs and quality of outputs.
---------------------	--



Role Requirements

Education / Qualifications

Required	Tertiary qualifications in information management, engineering, information technology or a related discipline or experience deemed equivalent with demonstrated experience in information management.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Demonstrated experience with management system policies, frameworks and documentation for asset information management. - Demonstrated experience with formal governance and working forums for asset information management. - Ability to use stakeholder management, engagement, and change management techniques to enable improvements aligned with the enterprise information management. - Experience working collaboratively across and organisation to understand business needs and articulate them into business requirements. - Proven delivery focus with demonstrated ability to achieve assigned tasks and milestones on time. - Demonstrated experience with process improvements methodologies and approaches including Lean, Lean Six Sigma, total quality management (TQM), continuous improvement (kaizen), plan do check act (PDCA), 5 whys analysis and business process management (BPM). - Experience with workflow management and documentation. - Demonstrated experience in business process mapping and information flow mapping. - Demonstrated experience with process mapping tools including ARIS, Visio, Miro
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
Asset Integrity Management Systems	1	Essential	Advanced
Information Architecture	2	Essential	Advanced
Information Governance	3	Essential	Intermediate
Continuous Improvement Process	4	Essential	Intermediate
Stakeholder Management	5	Essential	Intermediate
Process Mapping	6	Essential	Intermediate
Collaboration	7	Desirable	Intermediate
Change Management	8	Desirable	Intermediate
Workflow Management	9	Desirable	Intermediate
Results Focused	10	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.			

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.