



Job Profile

People and Culture Specialist

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Human Resources	Career Stage	E
Job Function	HR Operations/General	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA 15	Last Modified Date	9/09/2026
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	0
People Leader	No	Indirect Team Size	0

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

Our People & Culture Specialists are accountable for coaching and guiding people leaders to drive a high-performance culture. You will support the People Partners to deliver the respective Group Business plans, and work with the Centre's of Excellence to improve the employee and manager experience throughout the employee lifecycle, including performance management, contribution and development planning and reviews, and solving business problems.



Accountabilities

Job Specific	Deliverables • Provide specialist People & Culture guidance and advice to leaders and employees through coaching on performance management, responding to employee needs/requests, improving team engagement, policy advice, and other People-related topics • Provide support for cyclical employee processes such as goal setting, performance and remuneration reviews, talent assessment, and follow-up actions • Analyse data from various sources to identify patterns and trends that can help create, improve processes, or identify areas of concern • Partner with your function, People Partners and Centre's of Excellence on larger projects and organisation changes • Provide business insight to identify and action continuous improvement of P&C programs and processes that enhance the overall employee and manager experience • Work collaboratively with People Partners, Centre's of Excellence and leadership teams to identify, define and deliver both business specific and corporate people initiatives • Escalate complex business problems or cases to the People Partner or Centre's of Excellence when appropriate • Advocate for People & Culture initiatives, programs and policies within the business. • Provide insight and collaborate with the People Partner on the development and implementation of Group programs of work. • Assist the People Partners to provide advice and coaching on organisational design • Provide guidance and support the implementation of restructures and organisational change in collaboration with the Change Management Office and People Partners. • Co-ordinate implementation of corporate P&C initiatives • Planning, prioritising, and completing project work as required Safety and Leadership • Champion safety and wellness and understand safety accountabilities. • Work constructively as one team to achieve team outcomes • Contribute to a high performing team culture and commitment to the improvement of safety, customer, health, and environmental outcomes • Role model Sydney Water values and behaviours and participate in a constructive and supporting working environment • Provide mentoring, support, technical advice, and training to team members and colleagues where appropriate. • Identify capability gaps and collaborate with your manager to improve team effectiveness • Commits to the time and effort needed to develop oneself • Provide input to prioritisation and daily task allocation • Provide input to prioritise work across the team • Encourages and implements new approaches to improve results • Helps others overcome resistance to change Working Relationships
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	• People Partners - provide business insight, data analysis, and project delivery support. Escalate complex problems or cases when required • Centres of Excellence (Employee Relations, Culture & Performance, Learning and Development, Diversity & Inclusion, Health, Safety and Wellbeing, Workforce Planning & Insights) – collaborate to effectively implement both business specific and corporate People initiatives • People Leaders – provide specialist advice, guidance, and support • People Administration team – provide insight on complex enquiries or cases • Union delegates and Officials – collaborate constructively to resolve individual cases or conflict Key Challenges • Managing competing commitments and priorities which require continual re-prioritising of own work. • Managing large numbers of internal customers and managing delivery expectations • Communicating to various audience types (from frontline employees to General Managers), across multiple worksites, and adapting messaging to a wide variety of audiences • Ability to toggle between longer term programs of work and business planning (“the bigger picture”) and tactical/ operational thinking and doing
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Education / Qualifications

Required	Relevant tertiary qualifications and/or 5 years relevant People & Culture experience.
Desired	Workplace assessment and train small groups qualifications

Certifications / Licences

Required	
Desired	

Experience

Required	- Good knowledge and experience with People & Culture functions eg: recruitment, learning & development, remuneration management, industrial relations, injury management. - Effective time management skills, ability to manage and deliver competing day-to-day priorities while maintaining progress on key projects. - Experience with Enterprise Agreement / Award interpretation, People & Culture policies, procedures and conditions of employment OR ability to acquire knowledge - Sound understanding of change management principles - Demonstrated ability to communicate with impact using highly developed written & verbal communication skills. - Ability to use MS Office suite to develop complex written documents, presentations & summarise data in excel to report on data. - Demonstrated ability to build strong professional relationships and earn the trust internal customers - Experience in successfully coaching managers to build people management capabilities, influencing business decisions and leadership teams through the provision of specialist People & Culture advice. - Experience in implementing successful People & Culture projects. - Experience in providing change advice and delivering workplace change - Experience in balancing conflicting requirements from a diverse range of stakeholders to assist leaders create and maintain an effective workplace culture - Experience in data analytics, interrogating data interpretation and translating into business performance reports - Experience in facilitating workshops and delivering presentations. - Experience in providing organisational design analysis - Experience in developing and implementing workforce plans
Desired	- Workplace assessment and train small groups qualifications - Specialist knowledge of one or more People & Culture functions - Experience mediating and resolving conflict at the workplace level



- Knowledge and experience in Requisite Organisation principles
- Human Synergistics accredited Practitioner

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
Human Resource Policies	1	Essential	Intermediate
Change Management	2	Essential	Intermediate
Stakeholder Management	3	Essential	Intermediate
Influencing Skills	4	Essential	Intermediate
Interpersonal Communications	5	Essential	Intermediate
Data-Driven Decision-Making	6	Essential	Intermediate
Presentations	7	Desirable	Intermediate
Analytical Skills	8	Desirable	Intermediate
Human Resource Strategy	9	Desirable	Intermediate
Strategic Thinking	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.