



Job Profile

Principal Manager Employee Experience

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Human Resources	Career Stage	H
Job Function	HR Operations/General	Career Stream	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	20/06/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	14
People Leader	Yes	Indirect Team Size	TBA

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 purpose of this role is to provide both strategic guidance and deliver practical programs to grow the capabilities of our workforce in Sydney Water. This work extends across the employee lifecycle from developing strategic talent acquisition approaches, building capability frameworks aligned to the workforce plan, developing talent and leadership programs to operationalise our capability aspirations, building retention and succession programs so we grow and retain our best and brightest, ensuring we have the right total rewards framework in place to remunerate appropriately, and ensuring our performance management processes foster continuous learning and growth of our people.



Job Specific	TALENT MANAGEMENT Lead a team to: • Develop Sydney Water's Employee Value Proposition (EVP) and drive embedding of this within key processes across the employee life cycle • Act as Voice of the Employee across transformation programs in the enterprise portfolio, ensuring the future state people experience aligns with our agreed EVP • Develop proactive, long-term approaches to identifying, attracting, and hiring the right people, considering the entire employee lifecycle, from attraction and recruitment to onboarding, development, and retention • Develop and manage early talent programs including graduates, interns and trainees • Manage strategic partnerships with universities and external programs (eg, Career Trackers, Go4IT Girls) to build pathways into Sydney Water for talented young people CAPABILITY GROWTH Lead a team to: • Translate the Sydney Water Workforce Plan into programs of work that grow the workforce capability of our organisation • Develop and deliver programs that enhance our management and leadership capability • Develop and manage coaching and mentoring programs • Develop and maintain capability frameworks in line with our workforce plan, job architecture and industry best practice • Develop succession and retention programs to grow and retain our high performers PERFORMANCE MANAGEMENT Lead a team to: • develop the performance management framework to foster continuous learning and growth of our people across the entire year, not just at year end • manage the annual performance review process across Sydney Water, to align employees with the enterprise strategy, gain return on investment and to contribute to the growth and development of individual employees • manage the annual remuneration review for all employees in consultation with senior executives, in line with agreed budgets and guidelines REWARD AND BENEFIT MANAGEMENT Lead a team to: • Design and manage our Total Rewards approach to achieve our agreed attraction and retention objectives and ensure compliance with legislation and budget obligations • Ensure a continuous benchmarking approach is market aligned to ensure we have the ability to make informed decisions real time on remuneration • Ensure Benefits (including employer superannuation) remain attractive based on employee penetration, frequency of use and/or perceived value by employees • Facilitate external services to maximise and promote employee monetary/non-monetary benefits as part of the remuneration package
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Role Requirements

Education / Qualifications

Required	Tertiary qualification in Human Resources, Technology, or Business (or relevant work experience)
Desired	Human Centred Design

Certifications / Licences

Required	
Desired	Green Belt

Experience

Required	- Experience leading an HR talent management function, with a focus on delivering exceptional employee experience - Experience in remuneration and reward management - Experience as a People Leader role with strong leadership skills and the ability to manage and develop a team of HR professionals - Demonstrated ability to build an EVP plan from scratch and partner to embed the EVP throughout the employee life cycle - Experience in a variety of HR functions, such as recruitment, employee relations, benefits administration, compliance, shared service, systems management - Experience in managing budgets and operational costs - Experience managing external stakeholders - Demonstrated ability to understand and navigate the differing business practices that exist within a large organisation - Ability to partner executive leadership by providing advice and governance on processes, systems and insights that create a culture of accountability. - Proven ability to influence by demonstrating business acumen - Experience assessing, streamlining and implementing an employee experience process that balances capacity whilst establishing a culture of accountability
Desired	Experience as a People Leader role as Manager of Managers with strong leadership skills and the ability to manage and develop a team of HR professionals



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 (F-H)			
Capability	Descriptor		
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.		
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.		
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Stakeholder Management	1	Essential	Advanced
Business Acumen	2	Essential	Advanced
Strategic Decision-Making	3	Essential	Advanced
Collaboration	4	Essential	Advanced
Customer Advocacy	5	Essential	Advanced
Strategic Prioritization	6	Essential	Intermediate
Budget Management	7	Desirable	Intermediate
Change Management	8	Desirable	Intermediate
Cross-Functional Collaboration	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.