Sydney WATER

Job Profile

Leader Advisor

Group: People & Governance

Job Summary

To be completed by People and Culture team			
Job Family	Human Resources	**Career Stage**	D
Job Function	HR Operations/General	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA 13	**Last Modified Date**	24/09/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	N/A
People Leader	No	**Indirect Team Size**	N/A

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 serve as the trusted primary point of contact for people leaders on all People & Culture (P&C) matters, empowering them to confidently manage their teams through timely guidance, coaching and access to relevant resources, tools and frameworks. This role is committed to providing leadership advisory support across the employee lifecycle with an enterprise-wide lens, connecting decisions to broader organisational systems, processes, and outcomes to sustain a cohesive and value-driven employee experience across Sydney Water.

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Accountabilities

Job Specific	**Leader Query Management** • Through the Leader Hub shared service, act as a primary point of contact for people leaders across Sydney Water, delivering expert HR advice and support across the end-to-end employee lifecycle. • Apply an enterprise-wide perspective to assess how people-related decisions and processes connect, highlighting both upstream and downstream impacts. • Manage leader queries received via ServiceNow tickets from triage through to resolution, ensuring they are handled promptly, accurately and to a high-quality standard in line with service level agreements. • Deliver support per agreed SLAs (SLA Adherence, Average Handling time (AHT), First Contact Resolution, Net Promoter Score (NPS). **Frontline Advisory and Guidance** • Serve as the frontline advisor for a broad range of leader queries across the employee lifecycle. Providing clear and practical advice grounded in accurate interpretation and contextual application of P&C policies, frameworks, processes and employment legislation. • Support leaders in managing sensitive and complex people matters as they arise, effectively balancing compliance, risk and business outcomes in day-to-day decision-making. **Leader Coaching and Enablement** • Equip leaders with the right tools and resources and support in how to use them, including readily available self-service options, workforce data dashboards and reports. • Deliver tailored coaching that builds leader confidence and capability, guiding them to interpret and apply P&C policies effectively in complex or evolving scenarios, fostering greater independence and decision-making. **Internal Collaboration** • Partner closely with Centres of Excellence (CoEs), HR Business Partners and other specialist teams to ensure timely and effective resolution of complex or non-standard leader queries, while acting as the primary front-facing representative to deliver a consistent and integrated leader experience. **Knowledge Management and Continuous Improvement** • Maintain and update knowledge resources, process guides and FAQs to keep them accurate, relevant and easily accessible to leaders. • Act as the 'voice of the leader' by capturing their feedback and any recurring issues; proactively contribute to recommendations for improvements to policies, processes or systems that enhance the overall leader experience. **Recruitment Process Support** • Guide leaders through all stages of the recruitment lifecycle, from job requisition creation to selection and offer, ensuring alignment with organisational policies, legislative requirements, Job Architecture and Diversity, Equity & Inclusion (DE&I) principles. • Provide targeted advice for nuanced recruitment needs such as high-volume campaigns, hard-to-fill specialist roles, internal mobility and succession planning. • Advise on union-related considerations to ensure hiring practices are both compliant and efficient. **Remuneration & Benefits Advisory** • Provide expert guidance on salary frameworks, benefits programs, and recognition initiatives. Support leaders in applying decisions within established policies, remuneration bands and frameworks, ensuring consistency across teams and levels. • Support resolution of complex rewards-related queries such as pay equity reviews, **incentive scheme interpretation** and salary placement decisions; particularly during peak cycles ensuring compliance and consistency in application of policies.

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Role Requirements

Education / Qualifications

Required	• Degree in business administration, behavioural science, Human Resources , or experience deemed equivalent
Desired	• Nil

Certifications / Licences

Required	• Nil
Desired	• AHRI Membership

Experience

Required	• A minimum of 3 years' experience in providing broad HR partnering or advisory support to people leaders • Demonstrated ability to apply knowledge of People & Culture policies, employment laws and HR processes across diverse situations to provide accurate and reliable guidance • Demonstrated ability and commitment to understand leader needs and delivering timely, empathetic and effective support that builds trust and satisfaction • Experience applying an enterprise-wide perspective when advising people leaders, assessing how people-related decisions and processes connect and highlighting both upstream and downstream impacts • Experience applying analytical thinking skills to interpret workforce data, case details and policies to provide informed advice and make sound decisions in complex or ambiguous situations • Experience in effectively diagnosing leader issues and identify appropriate solutions or escalations • Demonstrated experience in the use of human resources information systems (HRIS) • Excellent time management skills and experience delivering to agreed SLAs and KPIs (SLA Adherence, Average Handling time (AHT), First Contact Resolution, Net Promoter Score (NPS)
Desired	• Experience working with Dayforce • Experience working with ServiceNow • Experience working in HR operations or shared service environment

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
Customer Relationship Management	1	Essential	Intermediate
Influencing Skills	2	Essential	Intermediate
Stakeholder Management	3	Essential	Intermediate
Analytical Skills	4	Essential	Intermediate
Time Management	5	Essential	Intermediate
Policy Research	6	Essential	Intermediate
Data-Driven Decision-Making	7	Essential	Intermediate
Business Writing	8	Desirable	Intermediate
Process Improvement	9	Desirable	Intermediate
Legal Interpretation	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.

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.