



Job Profile

Leader Advisor - Schedule Management

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	EA13	Last Modified Date	28/07/2026
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

The Leader Advisor (Schedule Management) is the trusted advisor for leaders on Dayforce scheduling, timesheet management, payroll readiness, and workforce compliance. The role provides specialised coaching, guidance, and operational support to build leader capability and accountability for the people processes that directly impact payroll outcomes. Acting as an extension of the Leader Advisory Hub, the role helps leaders proactively manage schedules, timesheets, leave, overtime, and approvals, ensuring accuracy, compliance, and a positive employee experience. The focus is on shifting the business from reactive schedule-timesheet correction to proactive schedule-timesheet management through capability building, governance, and embedded support.



Accountabilities

Job Specific	Leader Query Management (Schedule Management focus) • Act as the primary point of contact for Dayforce scheduling, timesheet and payroll-readiness enquiries. • Support leaders with schedule management, leave processing, overtime, standby, callouts, allowances, approvals and payroll cut-off requirements. • Proactively identify recurring scheduling and timesheet issues and coordinate remediation activities before payroll processing. • Reduce payroll-related ticket volumes through early intervention, coaching and support. • Monitor trends and exception reports to identify business areas requiring targeted support. • Deliver support per agreed SLAs (SLA Adherence, Average Handling time (AHT), First Contact Resolution, Net Promoter Score (NPS)). Planner / Leader - Frontline Advisory and Guidance • Provide practical guidance on Dayforce scheduling and timesheet processes. • Advise leaders on award interpretation impacts relating to scheduling, overtime, RDO accruals, shift variation, standby and callouts. • Support resolution of payroll-impacting issues before payroll closes. • Assist leaders in balancing operational requirements, workforce availability, fatigue management and compliance obligations. Planner / Leader Coaching and Enablement • Deliver targeted capability uplift for Planners and People Leaders. • Facilitate schedule and timesheet clinics, drop-in sessions and payroll readiness reviews. • Co-develop practical tools including: ○ Schedule-to-Timesheet Checklists ○ Payroll Readiness Checklists ○ Leader Quick Reference Guides ○ Common Error Prevention Guides • Coach Planner / leaders to proactively review schedules, leave requests, overtime and approvals before payroll cut-off. • Shift leader behaviour from reactive schedule-timesheet correction to proactive schedule-timesheet management. Internal Collaboration • Partner with Payroll, Business Connect, HR Business Partners, HR Systems, Employee Advisory Hub and Dayforce Support Teams. • Coordinate issue resolution for systemic scheduling and payroll concerns. • Escalate configuration, policy or process gaps impacting payroll accuracy. • Support the Pay Normalisation program and associated remediation activities. Knowledge Management and Continuous Improvement • Maintain and enhance Dayforce scheduling and timesheet knowledge resources. • Analyse recurring ticket themes and payroll errors. • Develop targeted communications and learning interventions. • Act as the "voice of the leader" by identifying operational pain points and recommending process improvements. • Drive standardisation and governance of scheduling and timesheet practices across business groups.
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	Scheduling Management Support - Proactively guide planners and leaders through all stages of the scheduling lifecycle, from, ensuring alignment with organisational policies, legislative requirements. - Provide targeted advice for nuanced scheduling needs and liaise with HR Business Partners and Workforce relations on advise on union-related considerations to ensure scheduling practices are both compliant and efficient. Remuneration & Benefits And Enterprise Agreement Support - Support Planner and leaders with interpreting scheduling and attendance-based provisions aligned with the Enterprise Agreement. - Provide guidance on: - Callouts - Overtime - Standby arrangements - RDO accruals - Shift variation entitlements - Allowances - Identify where payroll outcomes may not align with expected award interpretations and escalate appropriately.
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Role Requirements

Education / Qualifications

Required	Degree in business administration, behavioural science, Human Resources, or experience deemed equivalent, for example Employment Relations, Rostering or Payroll related roles
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.
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	• 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 JIRA. • 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			
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.