



# Job Profile

## Manager Commercial Policy and Programs

Group: Water and Environment Services

### Job Summary

<i>To be completed by People and Culture team</i>			
<b>Job Family</b>	Finance and Accounting	<b>Career Stage</b>	F
<b>Job Function</b>	Commercial Management	<b>Career Stream</b>	Leadership
<b>Coverage</b> <small>EA = Enterprise Agreement ICE = Individual Contract of Employment</small>	ICE	<b>Last Modified Date</b>	11/07/2024
<i>To be completed by Manager ~ (Team Size relates to People Leadership)</i>			
<b>Work Environment</b>	Hybrid	<b>Team Size</b>	5
<b>People Leader</b>	Yes	<b>Indirect Team Size</b>	

### 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 leads the development and implementation of new commercial frameworks, agreements and offerings for Sydney Water to engage with the development industry, by collaborating with developer-facing teams, analysing developer / market needs, developing solution concepts and producing proof of concept plans. The role also manages the commercial policy, frameworks and guidelines for developer delivered works.



## Accountabilities

Job Specific	<ul style="list-style-type: none"> <li>• Lead the development and revision of commercial policy and progressively deploy management a decision frameworks for developer funding, development processes (bonding), procurement and delivery of developer procured works, for developer service model.</li> <li>• Lead and support the negotiation of commercial agreements with major developers, agencies, utilities and third-party water service providers to accelerate the delivery of Sydney Water services or deliver services to a new standard or pathway ensuring regulatory, principles and commercial frameworks are developed and applied.</li> <li>• Engage and work with Sydney Water Legal to develop legal agreements and deeds to support developer processes with developers and infrastructure agencies.</li> <li>• Provide guidance to commercial and developer facing teams to increase awareness and understanding of commercial risk management issues.</li> <li>• Collaborate with other WES areas to co-create and price new commercial servicing offerings with developers in line with Sydney Water’s market vision including agreements and frameworks through to feasibility, business case development, prototype development and testing, implementation and review.</li> <li>• Prepare Business Cases, Exec and Board Papers related to funding, commercial agreements and new service offerings.</li> <li>• Establish and report on Growth and Development team’s capital forecasting and commercial metrics.</li> <li>• Provide SME support on policies, commercial principles, contractual obligations and provider actions to developer-facing teams.</li> <li>• Coordinate formal correspondence, Ministerials, GIPAs and minutes / actions related to the development of new commercial products and services on behalf of Growth and Development.</li> </ul> <p>In executing functional accountabilities demonstrate the capabilities of Sydney Water’s leadership model by:</p> <ul style="list-style-type: none"> <li>• Enable purpose and empower the team by driving / enacting direction that balances the requirements to service the customer, develop a constructive culture and demonstrate commercial focus.</li> <li>• Enable / empower people by inspiring, collaborating, coaching, developing and leading change.</li> <li>• Be aware of personal impact, effectiveness and ability to influence others.</li> <li>• Execute achievement by removing roadblocks to innovation and taking accountability to achieve a successful conclusion.</li> </ul> <p>Safety and Wellbeing:</p> <ul style="list-style-type: none"> <li>• Guide and support direct reports to ensure accountability for Health, Safety and Wellbeing leadership is demonstrated.</li> <li>• Positively encourage and coach direct reports with respect to their leadership both in relation to physical and psychological safety and well being.</li> <li>• Demonstrate visible safety leadership by (but not limited to) leading by example, sharing insights, actively participating in incident investigations, safety meetings, safety inductions and safety training.</li> </ul>
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## Role Requirements

### Education / Qualifications

<b>Required</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualification (e.g. commerce, law, business or related discipline) or experience deemed equivalent.</li> </ul>
<b>Desired</b>	<ul style="list-style-type: none"> <li>•</li> </ul>

### Certifications / Licences

<b>Required</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Desired</b>	<ul style="list-style-type: none"> <li>•</li> </ul>

### Experience

<b>Required</b>	<ul style="list-style-type: none"> <li>• Experience in commercial business management and business governance frameworks.</li> <li>• Commercially savvy, with well-developed ability to take concepts forward to implementation.</li> <li>• Demonstrated ability to develop new service offerings, frameworks and agreements to implement transformational business change.</li> <li>• Understanding of political, market and commercial drivers for major projects, and the resulting opportunities for partnership between Sydney Water and the major developer sector.</li> <li>• Understanding of competition and regulatory, financial considerations associated with a regulated service provider making commercial service offerings.</li> <li>• Ability to build trust, strategically influence and communicate effectively in all forums and at all levels.</li> <li>• Understanding of the business, asset and financial processes and systems required to manage commercial business activities.</li> <li>• Highest standard of professional integrity, and a high degree of personal resilience.</li> <li>• Analysis and decision making – identify and understand issues, problems and opportunities and develop appropriate solutions.</li> </ul>
<b>Desired</b>	<ul style="list-style-type: none"> <li>•</li> </ul>



## 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		
<b>Accountability</b>	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.		
<b>Agility</b>	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.		
<b>Innovation</b>	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
Strategic Thinking	1	Essential	Intermediate
Negotiation	2	Essential	Advanced
Project Planning	3	Essential	Advanced
Business Acumen	4	Essential	Advanced
Business Writing	5	Essential	Advanced
Stakeholder Management	6	Essential	Advanced
Regulatory Compliance	7	Desirable	Advanced
Financial Acumen	8	Desirable	Advanced
Presentations	9	Desirable	Advanced
<b>Proficiency Level Descriptors</b> <b>Developing</b> - Building practical experience, needs continued coaching. <b>Intermediate</b> - Independent execution, minimal guidance. <b>Advanced</b> - Fully independent execution, coaches' others. <b>Mastery</b> - 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.