



Job Profile

Monitoring Design and Reporting Specialist Level 2

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Science & Environment	Career Stage	D
Job Function	Science Research	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	23/04/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

Who we are.

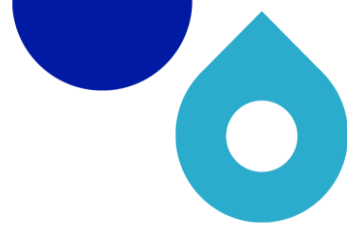
At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, 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

Provide analysis and reporting services that deliver effective and efficient outcomes and meet customer specifications.



Accountabilities

Job Specific	• Design scientific investigations that deliver effective and efficient outcomes and meet customer specifications. • Analyse and verify data (using automated validation processes wherever possible) to ensure the quality of data sets and information. • Prepare regulatory and operational reports to meet customer specifications in a timely and efficient manner. • Provide advice on data and conduct special investigations upon request by clients. • Provide innovative solutions and optimise response times to meet client expectations. • Continuously drive towards best practice within the context of business efficiency and client expectations. • Deliver data and interpretive reports in an appropriate form for the target audience. • Leverage the organisations data sets to maximise their use for the benefit of decision making in the treatment and delivery of water products. • Utilise existing data to investigate trends and demonstrate the organisations performance in the delivery and discharge of water products. • Respond to customer, regulator and media enquires in a timely manner as required. • Prepare information for relevant webpages on the Sydney Water website. • Provide briefing documents, board papers, ministerials, presentations and other communications as required. • Provide response to adhoc events and incidents including reporting data within short timeframes. • Support Leads with team to deliver scientific investigations according to client specifications
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Role Requirements

Education / Qualifications

Required	Tertiary qualifications in Science/ Environmental Management or relevant discipline.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Well-developed experience in experimental design and water quality data analysis - Well-developed experience in developing and reviewing complex data and interpretive reports, scientific papers and plans for regulators, stakeholders, and customers. - Demonstrated experience in sustaining effective and productive working relationships with customers and stakeholders. - Demonstrated strong project management and organisational skills. - Developing extensive experience in analysing trends in water quality data and drawing conclusions in the context of regulatory requirements. - Developing statistical analysis skills and experience (including using advanced statistical packages) and interpreting trends using statistical tools. - Experience in communicating technical and scientific data to the public and on websites. - Knowledge of environmental, treatment and/or delivery factors that affect the quality of water products (drinking water, wastewater, recycled water). - Strong scientific and analytical skills with the ability to interpret statistical data and trends. - Strong customer focus with the ability to accurately document customer requirements, build productive working relationships and deliver outcomes to meet customer expectations. - Strong communication skills (written and oral) with the ability to provide information for a variety of audiences (including the public, internal customers, regulators, and management).
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	• Ability to coordinate work in a multidisciplinary team across multiple programs with conflicting priorities. • Well-developed skills documenting processes and maintaining documentation to ensure quality outcomes. • Strong understanding of industry trends, best practice and technologies in the context of water quality and monitoring. • Flexible approach with the ability to see opportunities for improvements in processes and adapt to change. • Statistical analysis skills and experience (including using advanced statistical packages) and interpreting trends using statistical tools, ideally leading to publication/presentation for wider communication with stakeholders.
Desired	•



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
Statistical Analysis	1	Essential	Intermediate
Report Writing	2	Essential	Intermediate
Project Management	3	Essential	Intermediate
Decision Making	4	Essential	Developing
Experimental Design	5	Essential	Intermediate
Data Governance	6	Essential	Intermediate
Detail Oriented	7	Essential	Intermediate
Records Management	8	Essential	Intermediate
Interpersonal Communications	9	Essential	Developing
Data Modeling	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.			

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.