



Job Profile

Team Lead Digital Products and Delivery

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Information Technology	Career Stage	F
Job Function	IT Support	Career Stream	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	11/06/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	3-6
People Leader	Yes	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

The role is critical to the successful delivery of initiatives within the Digital Business Programs. The Team Lead, Digital Products and Delivery will oversee multiple initiatives pertaining to digital products within the organisation and BAU work requests and changes, ensuring they are delivered on time, within scope, and in alignment with quality standards and organisational expectations.

In addition to managing delivery timelines and outcomes, this role oversees a team of professionals. The role leads and support a cross-functional team of designers, developers, and other contributors - providing clear direction, fostering collaboration, and enabling high performance. The role will also play a key role in coaching and developing team members, ensuring alignment with strategic goals and promoting a culture of continuous improvement.

Team Lead Digital Products & Delivery operate across multiple streams simultaneously, requiring strong prioritisation, stakeholder engagement, and adaptive leadership.



Job Specific	<u>Product & Delivery Management</u> - Assist in analysing, designing, and developing a roadmap and implementation plan based on current vs. future business needs. - Gather and develop business requirements at Work Request, Project, and Program levels; aligns with the Digital Blueprint and prioritises based on near-term business needs. - Manage multiple projects and changes, ensuring timely and budget-compliant delivery. - Coordinate product implementation and modification activities; supports post-implementation continuous improvement to enhance product performance. - Collaborate with project management to report on status, issues, risks, and benefits; engages with project and Digital leaders to ensure alignment with business goals. <u>Collaboration & Stakeholder Engagement</u> - Consult and collaborate with project teams, delivery teams, and stakeholders to ensure successful delivery into production. - Provide technical consultation across the organisation; advises on options, risks, costs, benefits, system impacts, and technology priorities. - Keep technology and service managers informed of key issues; proactively identifies and resolves potential problems and communicates delivery outcomes effectively. <u>Technical Excellence & Continuous Improvement</u> - Analyse current products/solutions to identify weaknesses and opportunities for improvement. - Identify opportunities for reusable components to enhance software delivery efficiency. - Investigate emerging technologies, industry trends, and market developments to inform project development and operational support. - Participate in the digital business ecosystem and assurance processes; reviews exceptions and provides recommendations. - Contribute to the development of policies, standards, guidelines, and procedures; designs standard configurations and promotes consistent delivery practices. <u>Leadership and Capability Development</u> - Provide leadership, coaching and guidance to cross-functional delivery teams including designers, developers, architects, business analysts, and testers. - Foster a high-performing team culture, supports professional development, and ensure alignment with organisational values and strategic objectives. - Ensure delivery efforts are aligned with broader business goals and digital transformation strategies.
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Role Requirements

Education / Qualifications

Required	Bachelor's degree in Computer Science, Information Systems, Computer Engineering, System Analysis or related field.
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Desired	•

Certifications / Licences

Required	•
Desired	- Prince 2 Foundation - Scrum Master Certification

Experience

Required	- Significant demonstrated years of experience in multiple IT areas with expertise in relevant business domain. - Requires advanced to expert level knowledge and understanding of application design, system engineering, integration, and IT delivery. - Highly skilled at negotiating with multiple stakeholders (internal, partner, vendor) and ability to influence and build productive relationships - Highly organised and must have an ability to work in ambiguous circumstances. Effective leadership, coordination, motivational, negotiation and dispute resolution skills. - Superior understanding and consistent application of project management competencies including governance, scope, time, cost, quality, risk, and benefits. - Strong ability to manage the competing demands of multiple projects in a timely manner. - Ability to oversee and coach team members in a complex and matrixed environment. - Proven ability in assimilating complex business requirements and translating into solutions, with a strong commercial approach to the implementation of solutions and the total cost of ownership. - Exceptional interpersonal skills with a proven ability to communicate effectively at all levels of an organisation. Demonstrate skills in delivering presentations, facilitating and negotiation. - Demonstrated thought leadership as an expert and provides knowledge and counsel to others. - Demonstrated experience in delivery of SAP suite (Required for roles supporting SAP)
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 (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
Project Management	1	Essential	Advanced
Stakeholder Management	2	Essential	Advanced
Influencing Skills	3	Essential	Intermediate
Negotiation	4	Essential	Intermediate
Agile Methodology	5	Essential	Intermediate
Information Technology Infrastructure Library	6	Essential	Advanced
SAP Best Practices	7	Essential	Intermediate
Team Building	8	Essential	Intermediate
Configuration Management	9	Desirable	Intermediate
Thought Leadership	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.