**Safety People & Culture  
Reporting to Manager Capability and Organisation Development**

## Position Purpose

This position is a key enabler of our People Strategy and operates across the employee learning lifecycle in areas such as leadership development, culture, talent management, employee engagement, and inclusion and diversity. Utilising contemporary learning models and adult learning principles in program design, this position will drive and deliver high-impact sustainable benefits to the organisation in alignment with WaterNSW Corporate Strategy and values.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Drive the implementation and success of talent and capability initiatives which align to WaterNSW strategic plans, ensuring business outcomes and budget requirements are met.
4. Foster productive relationships with business stakeholders to support cross-functional collaboration in the design and delivery of leadership, talent management, and inclusion and diversity programs to drive a high-performance culture in a purpose-led, agile environment.
5. Co-design, manage, and monitor WaterNSW corporate culture and leadership development programs applying project and change management practices to optimise effectiveness and return on investment.
6. Provide coaching and lead mentoring programs to support and grow our talent.
7. Facilitate and design learning experiences in consultation with key delivery partners that grow employee skills, and uplift workforce performance and capability.
8. Design, develop and lead the delivery of WaterNSW’s Corporate Orientation Program.
9. Drive employee engagement initiatives, in consultation with key stakeholders, and manage the implementation of the annual MySay survey and presentation of key insights.
10. Create strategic change and communication plans for new initiatives to enable broader awareness, adoption, and integration across the organisation.
11. Prepare business cases, presentations, and reports for key people initiatives to secure endorsement and funding from key internal and external stakeholders.
12. Promote and share contemporary learning and organisational development trends, concepts, and best practice to challenge, stimulate and introduce new ideas and a continuous improvement mindset.
13. Establish strategic industry partnerships with peak industry bodies, organisations, training providers and government agencies in sourcing funding opportunities, and workforce development initiatives in coherence with our strategic priorities.
14. Source, engage and manage internal and external resources, service agreements, and contracts to deliver quality and cost-effective Organisation Development initiatives.
15. Monitor, measure, evaluate, and report on the return on investment of learning programs and initiatives to ensure the achievement of agreed outcomes.

## Key Challenges

* Driving the development and integration of strategic people programs and initiatives as per the People Strategy, whilst navigating both the technical and cultural elements in a geographically dispersed organisation.
* Managing diverse stakeholder expectations and competing priorities, within budgeted resources and timeframes.
* Optimising return on investment and delivering measurable improvements to the organisation within a highly dynamic and complex environment.

## Significant Internal Relationships

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| --- | --- |
| Stakeholder | Purpose of Relationship |
| Executive Leadership Team and Senior Leadership Team | Engage to gain insights and endorsement for, learning, talent, and organisational development programs. |
| Advisors and program managers | Engage to gain understanding and buy-in for learning, talent, and organisational development programs. Provide coaching and support where necessary to ensure successful implementation of programs. |
| Leaders | Provide coaching and advice on best practice in relation to learning, talent and organisational development programs. |
| SPC Portfolio | Work together to ensure SPC projects and people initiatives are delivered to high quality standards, on-time, and on-budget. |

## Significant External Relationships

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| --- | --- |
| Stakeholder | Purpose of Relationship |
| Training providers, consultants, industry peak bodies. | Source, engage and manage providers to deliver quality learning solutions within budget. |

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

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| --- | --- | --- |
| People | Level |  |
| Coaching and Developing Others | D | * Creates a learning environment where capability and development are aligned with organisational requirements. * Recognises and rewards leaders who coach and develop others. * Ensures Portfolios have a robust talent and succession pipeline. * Is proactive in recognising opportunities for growth which support the organisation’s strategic directions. * Builds a safe and supportive environment where coaching, challenge and development is valued. * Looks for cross-functional development, moves and opportunities for talent. |
| Communicating with Influence | D | * Promotes concepts or visions of the future using a range of influencing styles and messages. * Uses appropriate emotive language to generate energy and commitment towards goals. * Identifies points of agreement or common interest between self and others and uses these to influence others. |
| Managing Change | C | * Leads and engages teams in all aspects of the change process. * Provides coaching to employees and teams to manage change effectively. * Creates a safe environment in times of change to express views. * Understands the need to apply effective change disciplines to achieve business outcomes |

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| Customer | Level |  |
| Collaboration and Engagement with Customers and Stakeholders | C | * Proactively builds relationships internally and externally to positively impact the business. * Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value. * Initiates and maintains extensive networks to enable the achievement if business objectives. |

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| Business | Level |  |
| Analysis and Problem Solving | C | * Takes a broad view when analysing complex and ambiguous situations. * Recognises patterns and draws linkages between data and/or situations. * Develops long term solutions that address the root cause of problems and prevent recurrences. * Selects and uses problem solving tools appropriate to the problem and the context. * Evaluates the effectiveness of implemented solutions. |
| Business Acumen | C | * Uses in-depth knowledge of key business drivers, regulatory activity, and customer requirements to leverage opportunities and minimise threats to business performance. * Utilises knowledge and analysis of internal and external business and industry trends, to identify opportunities and trade-offs to be made when formulating and executing Portfolio plans. * Assists others to understand the commercial implications and customer impacts of their contributions. * Uses knowledge of other Portfolio plans and drivers to inform own business plans and the identification of opportunities and risks. |

## Mandatory Candidate Requirements

**Qualifications:**

* Tertiary qualifications in Learning and Development, Psychology, Organisational Development, Human Resources, or related business discipline

**Knowledge:**

* Extensive knowledge of adult learning principles, contemporary learning models eg. 70:20:10, human-centred design.
* Broad understanding of organisational capability issues and challenges within a large, complex organisation.

**Experience:**

* A minimum of 5 years’ experience in the end-to-end delivery of enterprise-wide people programs within a highly complex organisation.
* Outstanding business acumen, with the ability to identify the key connections between strategic priorities and people levers.
* Demonstrated experience in engaging stakeholders at all levels of the organisation to create buy-in and effectively drive cultural change and measurable improvement.
* Proven experience in the application of project and change management practices in delivering talent and capability transformation initiatives on time and under budget.
* Strong analytical and problem-solving skills, and the ability to interpret complex information and present this in a logical and concise manner.

## Favourable Candidate Requirements

* Life Styles Inventory accreditation
* Leadership coach accreditation
* Project and/or Change Management qualifications or experience

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical
* Police Check