

# Indigenous Inclusion Specialist

## Position Description

Created: 28 April 2020	
Group: Group Name People & Culture	Job family: People
Position number: TBA	Hours worked per week: Other eg part time
Manager's title: Head of Diversity & Inclusion	Manager once Removed's title: General Manager People and Culture
Status of PD: Draft	Work location: Parramatta
Does the employee need to drive a vehicle as part of the role? No	Does the employee have to provide a car for work purposes (budgeted in their TRP?) No
Number of direct reports: 0	Number of indirect reports: 0

### Level of Role

Staff or Specialist

Manager

Manager once Removed

To be completed after evaluation by job evaluation coordinator only:

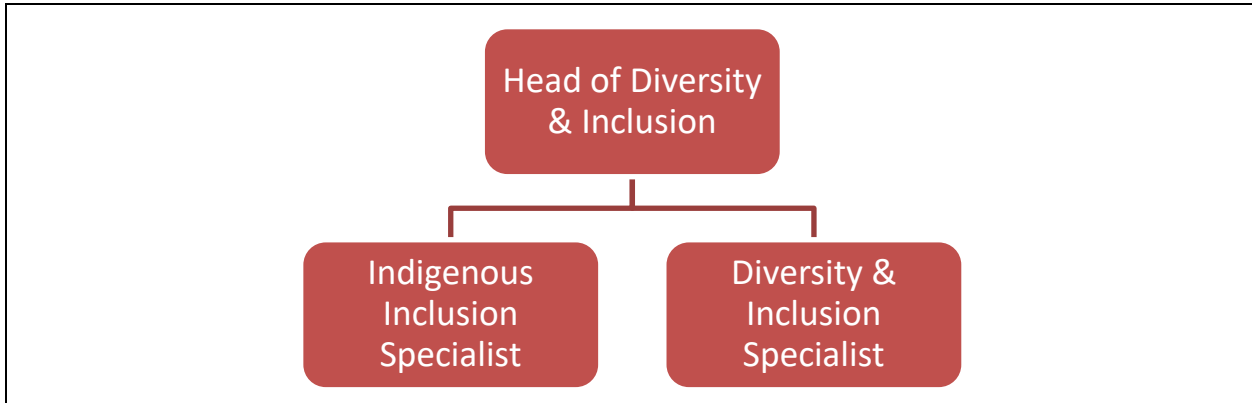
Evaluated grade: ICE 1
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## Section 1: Purpose and context

### Purpose of the Position

<p>This role will develop initiatives to support opportunities for Aboriginal and Torres Strait Islander employment retention, training and career development. The role will also manage programs that promote understanding of Indigenous people, culture, achievements, science, history and knowledge. Also develop relationships and engage with relevant Aboriginal and Torres Strait Islander community and stakeholder groups to facilitate opportunities.</p> <p>The Indigenous Inclusion Specialist will be a member of and work closely with the organisation's Reconciliation Action Plan (RAP) Working Group and support the actions contained in the RAP.</p>
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## The structural context for the position



### What are the direct and indirect (dotted line or staff-once-removed) reports to the position?

The position does not have any direct or indirect reports

### Is the position at a significantly different level of work from its manager and direct reports, as it should be? Can you describe how?

The role will focus on supporting the implementation of Sydney Water's Innovate Level Reconciliation Action Plan (RAP) and working with the RAP Working Group and its Chair. The RAP is a key component of Sydney Water's broader Diversity and Inclusion agenda.

### Notes on structure

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## Section 2: Key accountabilities and outcomes/tasks

Please refer to the **Appendix** for standard manager accountabilities.

### Leadership expectations

- Work closely with other areas of HR and Sydney Water hiring managers to develop strategies to support the attraction and recruitment of Aboriginal and / or Torres Strait Islander people.
- Act as the key point of contact for Aboriginal and / or Torres Strait Islander employees at Sydney Water particularly in relation to career development opportunities and services.
- Identify and develop engagement strategies with relevant Aboriginal and Torres Strait Islander groups and organisations to build strong relationships that support Indigenous recruitment goals.
- Work collaboratively with people managers to implement initiatives that support career development and retention outcomes for Aboriginal and/or Torres Strait Islander employees.

- Work with different areas of the business to identify ways of recognising Indigenous heritage and embedding reconciliation into Sydney Water's projects and processes.
- Lead Sydney Water's Indigenous cultural awareness program to increase capability and understanding amongst employees and help build respectful relationships with a particular focus on manager capability and support.
- Identify opportunities and manage initiatives to support the advancement of Aboriginal and Torres Strait Islander inclusion at Sydney Water.
- Role model the Sydney Water values and inclusive behaviours.

## Technical accountabilities

- Support the implementation of Sydney Water's Innovate Level Reconciliation Action Plan.
- Manage programs that promote understanding of Indigenous people and culture, science, history and knowledge.
- Develop and support opportunities for Aboriginal and Torres Strait Islander employment, training and career development at Sydney Water and engaging with relevant community and stakeholder groups to facilitate recruitment opportunities.
- Review and measure activities against Reconciliation Action Plan objectives and prepare regular reports for various stakeholders on progress made against the RAP objectives.
- Advise the RAP Working Group and other key people within the organisation on programs, initiatives and approaches to strengthen relationships with the Aboriginal and Torres Strait Islander community.
- Develop and maintain strong strategic relationships with key stakeholders – both internal and external.
- Contribute to enhancing Sydney Water's reputation and corporate citizenship within the Aboriginal and Torres Strait Islander community.
- Provide high level leadership, customer service and communication.
- Be a member of and work closely with the organisation's Reconciliation Action Plan (RAP) Working Group and support the actions contained in the RAP

## Systems or process accountabilities

Nil

## Customers and Stakeholders

- Reconciliation Action Plan Working Group
- Recruitment Team
- Talent Specialist
- Graduate Program Specialist
- Hiring Managers

## Decision Making/Autonomy

The role will focus on supporting the implementation of Sydney Water's Innovate Level Reconciliation Action Plan (RAP) and working with the RAP Working Group and its Chair. The RAP is a key component of Sydney Water's broader Diversity and Inclusion agenda.

## Impact of position

### Contribution Spectrum<sup>2</sup>

#### Impact spectrum

Delivery	Operational	Tactical	Strategic
X	X	X	

The role will involve working with the RAP Working Group and other stakeholders to implement a range of actions covering:

- Governance and reporting
- Recruitment and retention
- Relationships with Aboriginal and Torres Strait Islander Peoples and organisations
- Supplier diversity
- Cultural learning to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements

## Financial

- Financial delegations for this role are compliant with Sydney Water policies.
- Ensure application of appropriate governance in accordance with delegation's manual.
- Knowledge of Sydney Water's Procurement and Contracts Standards and Procedures.

## Innovation and Complexity Challenges

#### Innovation spectrum

Make/recommend minor changes	Develop improved day to day processes	Make major improvements or changes to ways of working	Lead innovation and change
	X	X	

#### What are the typical, day-to-day challenges the position will need to deal with?

- Identify news ways to attract and retain Aboriginal and Torres Strait Islander people to Sydney Water by working with a variety of internal and external stakeholders; working with Recruitment on attraction strategies and channels; contributing to an employee value proposition; advising and supporting hiring managers.
- Increasing the cultural awareness and capability of employees and particularly hiring managers.
- Regularly consulting with Aboriginal and Torres Strait Islander employees to understand their needs and develop initiatives that support their career development.

<sup>2</sup> Delivery – deliver own output by following set procedures, or according to operational targets

Operational – Set and achieve objectives which has an impact on others

Tactical – Provide input into or develop new products or processes

Strategic – Establish and implement business strategies with a longer-term focus

- Looking for ways to engage all employees in Sydney Water's reconciliation journey.

What are the most *complex* problems the position will need to deal with, that require deeper thought and understanding, affecting business operations, people, and finances?

- Embedding consideration of reconciliation into all Sydney Water's projects and processes – this will require a change in mindset and education of staff and working collaboratively across all areas of the organisation.
- Creating an inclusive culture at Sydney Water where employees value Aboriginal and Torres Strait Islander people and their heritage.

## Safety

- Demonstrate commitment to being Safe & Well Together in meetings such as sharing Safety moments
- Participate in health, safety and wellbeing activities such as Incident investigations, safety meetings, safety inductions and safety training

## Section 3: Relationships beyond the immediate team

- The role will work closely with the Chair and other members of Sydney Water's RAP Working Group
- Aboriginal and Torres Strait Islander community groups and organisations
- Sydney Water's Recruitment Team and external agencies
- Sydney Water's Talent Specialist and Graduate Program Specialist
- Hiring managers
- Learning and Development Team
- Senior Heritage Specialist
- Training providers

## Section 4: Knowledge/skills/experience

### Qualifications:

- Degree qualifications and work experience in a Human Resources, Recruitment, Training or Human Services type role, or an equivalent combination of relevant experience and/or education/training.

### Skills:

- A sound knowledge and understanding of Aboriginal and Torres Strait Islander cultures and societies.
- A high standard of interpersonal, oral and written communication skills.

- Ability to organise and prioritise own work activities and schedules to meet deadlines and achieve high quality work outcomes.
- Highly developed interpersonal skills and demonstrated ability to negotiate with the community and key government departments and stakeholders on behalf of the organisation.
- Creative thinker with demonstrated ability to develop strong and trusted relationships and influence key stakeholders (internal and external).
- Proven ability to design and deliver programs to build capacity and capability within the organisation on Aboriginal issues

**Experience:**

- Up to 5 years experience working in Human Resources and experience with Diversity and Inclusion Programs.
- Strong understanding and experience working with Aboriginal communities and the ability to apply this experience in the context of the Traditional Owner Groups and communities will be required.
- Extensive experience in developing and delivering proactive and innovative stakeholder engagement programs and initiatives.
- Experience in working in and influencing cross functional teams is essential.

Additional notes:

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Sydney Water expects all staff to do other projects and perform additional duties as required.

# Appendix

## People management accountabilities

### Manager once Removed accountabilities

- Ensure consistency across the business unit and integrate the work of teams
- Provide subordinates once removed with someone to talk to if they feel they are not being treated fairly by their manager or if they want to appeal a decision made by their manager
- Ensure the quality of management for subordinates once removed
- Answer the question about future of the subordinates once removed by making a clear judgment of potential and providing feedback
- Build capability for future roles
- Plus manager and planning accountabilities below

### Manager accountabilities

- Provide leadership to direct reports
- Ensure direct reports fully understand my role (as a manager), accountabilities and authorities
- Build and maintain a strong, two way, trusting working relationship with my staff based on achieving the business goals and enabling subordinates to work to their fullest potential
- Ensure my direct reports can answer key questions of:
  - Where are we going?
  - What is their work?
  - How their performance will be assessed?
- Set clear tasks by explaining the background to the work (context), the purpose, how much is required and to what quality, the resources available and the time
- Make accountabilities and authorities clear and ensure subordinates have the financial, people, and physical authorities needed to be able to achieve their work
- Set effective baseline conditions for productive work by completing important people management processes of selection, induction, contribution assessment and provide development for the position so staff can complete tasks effectively
- Ensure the team works in a way that each team member actively contributes to the decisions made and moves in a set direction with commitment
- Communicate with direct reports, in person about, change wherever possible
- Quickly address discomfort or tension so problems are resolved before they develop into conflict
- Lead culture change within your team
- Role model corporate behaviours and ethics
- Guide and support direct reports, so they are focused and connected to the Safe and Well Together vision and strategy
- Positively encourage and coach direct reports with respect to their Safe and Well Together visible Leadership behaviours
- Ensure accountability for Health, Safety and Wellbeing leadership is demonstrated through personal safety action plans
- Demonstrate commitment to being Safe & Well Together in meetings such as sharing lessons learned and Safety moments
- Participate in health, safety and wellbeing activities such as wellbeing support activities, Incident investigations, safety meetings, safety inductions and safety training.
- Plus planning accountabilities below

## Planning accountabilities

- Ensure systems of work and processes are effective, that the structure of the team supports the work to be done and that work is aligned across members of my team
- Develop team business plans and ensuring effective execution of those plans
- Ensure work occurs at the right level and outcomes are delivered to the agreed requirements.
- Integrate work across team/s
- Apply Sydney Water policies and procedures consistently and fairly
- Communicate what is required for the business and why.

## Values

All staff are accountable for demonstrating Sydney Water's Values of:



We have the Customer at the heart



We work together, with integrity



We care for one another, the environment and the community



We own our decisions and make every dollar count



We create better and simpler ways of doing things

## Signature behaviours

All staff are accountable for demonstrating Sydney Water's signature behaviours of:

Focus on solutions (Positive attitude, change ready, improvement and insight)

- Demonstrate a positive outlook e.g. constructive language, active listening
- Find a way to make things better
- Display openness to suggestions, new ideas and new ways of working

Stand up and contribute (Participation, collaboration, courage and respect)

- Actively participate and work with others to make it happen
- Challenge respectfully
- Share knowledge and offer opinions

Do what you say (Honesty, integrity, transparency and trust)

- Agree what to do and by when; get it done and do it well
- Demonstrate openness and honesty



- Regularly update, inform and share information

### Support and Encourage (Encouragement, communication, empathy and cooperation)

- Actively listen, show care and concern for others and build relationships
- Identify and acknowledge others strengths and skills
- Make time for others to help people build from their strengths

### Own the outcome (Ownership, accountability, results and accomplishment)

- Own the role and accountabilities – fulfil them
- Actively support business or team decisions and accomplishments
- Hold self and others to account respectfully for behaviours and actions