

Position Description

Production & Treatment Alliance



<u>Job Title:</u>	Business Performance Lead	<u>Position reports to:</u>	Contract, Procurement, and Performance Manager
<u>Business Unit:</u>	Contract, Procurement, and Performance	<u>Direct Reports:</u>	Up to 3
<u>Location:</u>	Adelaide, SA	<u>Position type:</u>	Permanent
<u>Business Group:</u>	Adelaide Service Delivery Production and Treatment Alliance (ASD P&T Alliance)	<u>Date:</u>	February 2026

The Production and Treatment Alliance (P&T Alliance) is a collaborate partnership with SA Water together with SUEZ Water, responsible for the operation and maintenance of five water treatment plants, five wastewater treatment plants and many pump stations across metropolitan Adelaide.

Operating as one team under a single brand, the P&T Alliance brings together the combined expertise of SA Water and SUEZ to deliver reliable, high-quality water and wastewater services. The P&T Alliance fosters a safe, engaged, and motivated workforce committed to customer service excellence and long-term community outcomes.

By promoting integration and shared accountability, the P&T Alliance supports SA Water in meeting its regulatory obligations and customer service targets at the lowest sustainable cost—ensuring trusted water services for Adelaide, now and into the future.

Purpose of the Role

The Business Performance Lead controls the architecture of the IT solutions and systems for regulatory and commercial reporting. The purpose is to manage and participate in the establishment, implementation, and maintenance of reporting processes and systems to measure and monitor performance against KPIs (Key Performance Indicators) for the various business areas of the P&T Alliance.

The role will support and contribute to the collection and analysis of data for the operational, financial, and other functional areas of the P&T Alliance, ensuring the Business Performance & IT Team delivers a high level of customer service and administrative support to all Alliance stakeholders.

To stay on target, the Business Performance Lead will also be expected to lead digital transformation, modernise business processes, and improve data usage and the customer experience through advanced analytics and digital tools.

Key Duties / Responsibilities

The duties and responsibilities of the position include:

Business Performance Management	<ul style="list-style-type: none">▪ Drive continuous improvement in business performance through data analysis, reporting and strategic insights.▪ Ensure that efficient systems and processes are in place to support the timely and accurate collection, analysis and reporting of compliance performance information.▪ Ensure the integrity and accuracy of all business performance and compliance reporting.
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	<ul style="list-style-type: none"> ▪ Ensure that compliance with individual KPIs is measured in accordance with Schedule F of the Services Alliance Agreement. ▪ Conduct ongoing analysis to review the relevance and effectiveness of KPIs, identifying and recommending changes that drive continuous improvement and maintain alignment with current business needs. ▪ Leverage negotiation and influencing skills to collaborate on and facilitate KPI changes where shortcomings are identified, and prepare required documentation for PTMT approval. ▪ Provide management with timely reports on both current and projected performance. ▪ Provide advice on interpreting Schedule F to ensure the implementation of appropriate data collection systems that support accurate compliance measurement. ▪ Support the achievement of performance measures (KPIs) by ensuring they remain relevant and aligned to whole of business outcomes. ▪ Support P&T Alliance functional and operational areas in achieving performance best practices and KPI compliance through detailed analysis of trends and raw data. ▪ Ensure that processes for data extraction, usage, and the reporting of performance and compliance are thoroughly documented and consistently followed. ▪ Provide timely compliance and performance reporting to SUEZ and other industry stakeholders as required. ▪ Lead initiatives to optimize processes, reduce costs and improve procedures, systems, or management plans. ▪ Ensure business performance activities comply with all relevant regulatory, safety, and environmental standards. ▪ Identify and mitigate risks related to business operations and team performance. ▪ Promote a culture of safety, quality, and continuous improvement. ▪ Any other reasonable duties as directed.
Team Leadership	<ul style="list-style-type: none"> ▪ Lead, mentor, and develop a small team to ensure high performance, engagement, and alignment with organisational values. ▪ Foster a positive, collaborative team culture focused on accountability, innovation, and customer service excellence. ▪ Manage team workload and resources to meet business demands and support individual growth.
Stakeholder Engagement	<ul style="list-style-type: none"> ▪ Liaise regularly with SA Water representatives to build collaborative relationships and represent the P&T Alliance at various forums with SA Water ▪ Collaborate effectively with internal and external stakeholders. ▪ Facilitate clear communication of business performance insights and recommendations to support decision-making. ▪ Represent the team and function at meetings, contributing to cross-functional projects and initiatives.

Essential Requirements

- All duties to be carried out in alignment with SUEZ and SA Water partnership values
- Experience in the preparation of monthly and annual performance reporting and management of KPIs
- Experience with business intelligence applications, scripting, and digital automation:
 - High level of competency with Excel, Power BI (DAX, SQL & Tableau desirable)
- Excellent communication, negotiation and reasoning skills
- High level interpretation and analysis of both technical and commercial information
- Experience in contract management and documentation
- Ability to liaise with external stakeholders
- Current unrestricted driver's licence

Desirable Requirements

- Experience in the water/wastewater industry

Qualifications and Education Requirements

- Tertiary qualifications in a related discipline

Key Relationships

Internal Relationships:

- Procurement, Risk & Compliance Manager
- Finance Manager
- Operations, Networks Representatives
- Other Functional Managers and Supervisors
- SA Water Representatives

External Relationships:

- Subcontractors and Consultants

Safety Health & Environment and Energy, Quality Management Systems

- Understand and comply to all Health & Safety, Environmental, Quality & Energy policies and procedures relevant to your role and site operations.
- Actively contribute to the development and promotion of safe work practices, and participate in training, awareness initiatives, and continuous improvement programs.
- Promptly report any hazards, near misses, incidents, non-conformances, or concerns related to Health, Safety, Energy, Quality, or Environmental matters to the appropriate manager.

Travel required

- YES – Local (operational sites), Domestic (occasional if required)

Additional notes

- The role requires flexibility in working hours to meet business demands and the ability to travel to various metropolitan sites and other locations as needed.

Acknowledgement

I _____ acknowledge that I have read and understand the contents of this position description and accept the responsibilities and expectations outlined as part of my ongoing role with SUEZ Water Pty Ltd.

Signature

Date