

Role Description

Assistant Advisor Talent Acquisition



Creative Industries, Tourism,
Hospitality and Sport

Portfolio	Creative Industries, Tourism, Hospitality and Sport
Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Corporate Services / People and Capability / Talent and People Operations
Location	Sydney/Regional NSW
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	599411
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Agency Website	www.nsw.gov.au/dciths

Agency overview

At the Department of Creative Industries, Tourism, Hospitality and Sport we bring vibrancy to NSW by growing our creative industries and workforces, driving strong visitor and night-time economies, ensuring a responsible hospitality sector, and putting arts, culture and sport at the heart of our communities.

Together we:

- create social and economic opportunities for the state
- support the creation of jobs across the creative, visitor and night-time economies
- prioritise First Nations artists, stories and culture
- ensure arts, culture and sport are at the heart of every community to be enjoyed and accessed by all
- drive visitation through events, campaigns and visitor experience development
- activate our night-time and creative economies to unlock unique precincts and community spaces
- deliver a vibrant and responsible hospitality, liquor, racing and gaming environment
- support NSW's key Cultural Institutions to ensure access for all, enable community experiences and education and preserve the state's diverse cultural assets and history

Primary purpose of the role

The Assistant Advisor Talent Acquisition provides services and project assistance to deliver efficient and effective talent acquisition services to the Department and supports the implementation of contemporary customer focused talent resourcing solutions to enable a high-performance workforce that meets ongoing organisational needs. The role is responsible for processing day to day activities relating to talent acquisition and workforce functions including advertising roles, coordinating candidate activities, internal mobility, onboarding and providing support to stakeholders ensuring that talent acquisition and workforce transactions are completed efficiently and with a high quality of customer service.

Key accountabilities

- Undertake a range of talent acquisition services in line with best practice methodologies, legislation, and guidelines to enable candidate attraction, selection, and assessment activities to effectively deliver contemporary talent and resourcing initiatives and solutions to support the development of a high performing workforce.
- Support the efficient day to day operations of the talent acquisition function and activities including regular communication with managers, employees, and candidates in relation to talent and workforce transactions.
- Provide accurate and consistent advice to hiring managers, panel members and candidates as required in relation to talent acquisition processes, candidate management, onboarding and relevant e-recruitment and workforce systems and processes,
- Provide advice and information to internal stakeholders across the Department on talent attraction and sourcing methodologies to support the application of a best practice approach to talent acquisition and recruitment.
- Review talent attraction activities to identify and recommend opportunities for improvements to talent acquisition practices to support the development of a quality workforce to meet current and future talent needs.
- Provide project and administrative support, including monitoring and reporting on talent project plans, milestones, and deliverables, to contribute to the efficient operation of the team and to ensure time, cost and quality indicators are in line with approved project plans.
- Undertake basic research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning.
- Maintain and update systems, processes and policies and maintain accurate records and records information systems to provide information, which is up-to-date, accurate, stored correctly and accessible to the unit.

Key challenges

- Delivering quality services and negotiating workable timeframes, given competing operational demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently,
- Continually monitoring and reviewing processes, systems, and procedures in relation to talent acquisition to develop practical and effective solutions, given the complexity of the programs, processes and the size and variability of the department and its work,
- Keeping up to date with best practice developments in talent acquisition and with initiatives in service wide policies and processes, given the constant change and enhancement of talent acquisition and recruitment policies, programs, tools, and governance.

Key relationships

Who	Why
Internal	
Reporting Line Manager	• Escalate issues, keep informed, advise, receive guidance and instructions • Keep informed, advise, and provide regular updates on operational delivery and priorities • Provide recommendations and inform through reporting any sensitive and emerging issues
Work team	• Support the team and work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to share information and provide input on issues • Discuss contemporary talent resourcing/attraction best practice, innovation, processes, and policies
Internal Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate, or resolve issues.
External	
External Stakeholders	• Respond to queries, communicate services and redirect, escalate, or resolve issues.
Vendors/Suppliers/Consultants	• Engage and communicate with suppliers to facilitate on-time delivery of projects, products, and services.

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables, and outcomes.

Reporting line

The role accounts and reports to the Senior Talent Acquisition Lead.

Direct reports

Nil

Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

Key knowledge and experience

- Experience delivering talent acquisition services to diverse stakeholder groups.
- Extensive experience providing customer service and administrative support within a human resources and talent acquisition environment.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills, and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Display resilience and courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges Remain calm and focused in challenging situations	Intermediate
 Relationships	Commit to customer service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		- Consider different customer needs and experiences when developing solutions to meet needs - Resolve complex customer issues - Cooperate across work areas to improve outcomes for customers	
 Results	Plan and prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Consider the future aims and goals of the team, business unit and your organisation when prioritising work - Set, prioritise, consult on and develop team and business unit goals, strategies and plans - Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals - Ensure current work plans and activities support and are consistent with organisational change initiatives - Evaluate outcomes and adjust plans accordingly	Adept
 Business enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks - Use available technology to improve individual performance and effectiveness - Use records, information and knowledge management systems effectively - Support system improvement initiatives and new technology when it is deployed - Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal attributes	Act with integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage self	Be persistent, self-reflect and commit to learning	Foundational
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
	Work collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
	Think and solve problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational
 Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and contract management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational