

Role Description

Assistant Project Officer, Knowledge & Innovation

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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	Hospitality & Racing / Data Strategy & performance / Regulatory Excellence
Location	Sydney
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
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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

Provide operational, administrative and coordination support across the Knowledge and Innovation function to maintain a trusted, usable and current regulatory knowledge system. The role supports content intake, tracking, publishing, review, migration, records management, assurance evidence, stakeholder coordination and day-to-day system maintenance so staff can access accurate, consistent and practical information to support confident regulatory decision-making.

Key accountabilities

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- Coordinate the intake, logging, tracking and progression of knowledge content through defined workflows, maintaining registers, status records and supporting documentation.
- Apply metadata, naming conventions, version control, ownership, classification and records management requirements to support content integrity, traceability and audit readiness.
- Support content review, assurance and lifecycle activities by monitoring review dates, following up actions, recording evidence and escalating gaps, duplication, conflicting advice or quality issues.
- Publish, schedule and maintain approved knowledge content, pages, navigation, feeds and visibility settings in line with agreed standards and approval pathways.
- Support staff use of the knowledge system by assisting with updates, user guidance, feedback capture, basic usage insights and continuous improvement activities.
- Contribute to migration, clean-up, stabilisation and day-to-day operational activity, ensuring approved content is easy to find, current and aligned to established governance requirements.

Key challenges

- Balancing high-volume operational requests, content maintenance and migration activity while maintaining accuracy and clear records.
- Maintaining system discipline, information quality and traceability across a large and evolving regulatory knowledge base.
- Supporting timely publication and practical staff access while ensuring only approved and controlled content is surfaced for use.

Key relationships

Who	Why
Internal	
Reporting Line Manager	• Receive and clarify guidance and instructions and report on progress against work plans. • Escalate and discuss issues.
Work Team	• Participate in meetings, share information and provide input on issues. • Support team members and work collaboratively to contribute to achieving team outcomes. • Develop and maintain effective working relationships and open channels of communication.
Internal Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.
External	
External Stakeholders	• Respond to queries, identify needs, 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 some autonomy and makes decisions under their direct control and refers to the team leader 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 reports to Senior Engagement Officer, Knowledge & Innovation or Senior Project Officer, Knowledge & Innovation within the Knowledge and Innovation function.

Direct reports

This role has no direct reports.

Budget/Expenditure

Nil.

Key knowledge and experience

- Knowledge of administrative, coordination and workflow management practices in a structured environment.
- Understanding of records, information management, version control and content lifecycle principles.
- Experience using content platforms, databases, SharePoint sites or other structured information systems.
- Ability to maintain accuracy, follow approved processes and manage competing priorities in a high-volume environment.

Essential requirements

- Experience in an administrative, coordination, project support or information management role in a structured environment.
- Demonstrated attention to detail and ability to maintain accurate records, registers, data and workflow information.
- Ability to work within established processes, communicate clearly with stakeholders and manage competing priorities.

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	Manage self Be persistent, self-reflect and commit to learning	- Adapt your existing skills to new situations - Commit to achieving work goals - Be aware of your strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Persist when tasks are difficult	Intermediate
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	- Focus on key points and use clear, concise and inclusive language - Clearly explain and present ideas and arguments - Pay attention and ask appropriate and respectful questions to understand others' point of view - Promote the use of inclusive language and help others to adjust their language where necessary - Seek feedback about your communication style and adapt where necessary - Write in a way that is well structured and easy to follow - Clearly communicate routine technical information	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others	Intermediate
 Results	Demonstrate Accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for your actions • Identify and follow safe work practices • Be aware of risks and act on them or raise them with your supervisor as appropriate • Make sure you and others always follow safe work practices • Use financial and other resources responsibly • Seek feedback from stakeholder groups to enable culturally informed feedback	Intermediate
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Technology Understand and use available technology to	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
Business enablers	maximise efficiencies and effectiveness	• 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	
 Business enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	• Research and analyse data at a basic level to inform and support the achievement of project deliverables • Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor	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	Display resilience and courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and solve problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 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