

Role Description

Associate Director, Strategic Projects and Reporting



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	Office of the Secretary
Location	Sydney/Regional NSW
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	August 2026
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

This temporary role will lead the development and establishment of portfolio-wide reporting and drive short-term strategic projects, governance activities and executive priorities on behalf of the Secretary. Provide strategic oversight of cross-portfolio delivery and performance reporting, and also co-ordinate time-limited projects related to machinery of government activities to support executive decision-making, organisational priorities and effective portfolio outcomes.

The role may also be assigned to work across the Government Services Branch

Key accountabilities

- Lead the development and establishment of portfolio-wide strategic reporting activities on behalf of the Secretary and Executive Leadership Team, including in relation to performance updates, strategic risks, delivery milestones and government commitments.
- Establish and maintain governance, reporting and assurance frameworks across Departmental and portfolio agency priorities.
- Coordinate strategic projects and initiatives involving multiple divisions and portfolio agencies.
- Provide strategic advice and briefing material to support executive decision-making, while identifying, monitoring and escalating emerging issues and risks affecting portfolio priorities and delivery outcomes.
- Coordinate responses to Parliamentary Budget Office requests, central agency requests and other significant information requests relating to Machinery of Government activities.
- Lead the development of Incoming Government Briefs, transition materials and associated portfolio-wide activities.
- Drive continuous improvement of portfolio governance, reporting and coordination processes.

Key challenges

- Managing a large volume of sensitive and time-critical requests with competing priorities and compressed deadlines.
- Influencing outcomes while maintaining productive stakeholder relationships at a time that requires the balancing of Machinery of Government readiness activities with business-as-usual operations.
- Coordinating multiple divisions and portfolio agencies while maintaining quality, consistency and accountability.

Key relationships

Who	Why
Internal	
Executive	• Provide expert advice and support to respond to and deliver against strategic and business plans, agreed projects and new initiatives. • Represent the Executive in discussions establishing the appropriateness and timing of the Executive's involvement. • Facilitate information flow and effective feedback.
Manager	• Receive guidance and instruction, seek clarification and advice, and report on progress against work plans. • Identify emerging issues/risks and their implications and propose solutions. • Report on progress towards business objectives and discuss future directions.
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.

Direct Reports	• Support, guide and manage performance.
Internal Stakeholders	• Respond to queries, exchange information, and work collaboratively to resolve issues.
External	
Other NSW Government Agencies	• Establish professional networks and relationships across NSW Government, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues.
External Stakeholders	• Engage with relevant stakeholders (primarily other NSW Government Departments) to open channels of communication, provide expert advice, gather and exchange relevant information. • Resolve and provide solutions to issues, ensuring the Executive is notified of emerging issues.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports and other forms of written advice with minimal input from the Director.

Reporting line

The role accounts and reports to the Director, Government Relations.

Direct reports

This role has direct reports depending on operational requirements.

Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

Key knowledge and experience

- Extensive experience leading complex cross-agency initiatives within government.
- Strong understanding of machinery of government, public administration and executive decision-making processes.
- Demonstrated experience developing new systems that enable executive oversight and decision-making.
- Significant experience providing strategic advice, executive reporting and governance support.
- Demonstrated ability to influence senior stakeholders and coordinate outcomes across multiple organisations.

- Experience managing sensitive and high-profile priorities requiring sound judgement and discretion.

Essential requirements

- Over 3-years experience working in a public service entity.
- Tertiary qualifications in a relevant discipline or demonstrated equivalent relevant professional experience.

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	Act with integrity Be ethical and professional, and uphold and promote the public sector values	• Model the highest standards of ethical and professional behaviour and encourage others to do the same • Set an example for others to follow by representing your organisation in an honest, ethical and professional way • Promote a culture of integrity and professionalism within your organisation and when dealing with external organisations • Reinforce and monitor the use of ethical practices, standards and systems • Promote practices and systems that create a workplace culture that values high ethical standards and behaviour	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test whether they understand you • Translate technical and complex information clearly and concisely for different audiences • Create opportunities for others to contribute to discussion and debate • Set an example by promoting information sharing across your organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to share information and communicate with diverse audiences • Leverage insights from people with lived experience to shape communication and engagement strategies • Write clearly, concisely and persuasively in a range of styles and formats	Advanced
 Relationships	Influence and negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and thoughtful approach and present persuasive counter arguments • Work towards mutually beneficial, win-win outcomes • Show sensitivity and understanding when resolving serious and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Negotiate from a clear position, based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within your organisation and with external stakeholders • Use evidence, including data insights, to create persuasive stories	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Think and solve problems Think, analyse and consider the broader context to develop practical solutions	• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships • Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience • Think creatively to come up with new ideas to resolve issues and improve customer experience • Seek input and ideas from people with different backgrounds and experiences • Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness • Analyse data and information to identify insights and communicate findings in a clear and meaningful way	Adept
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	• Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Ensure staff understand expected goals and acknowledge staff success in achieving these • Identify the resources people need and ensure goals are achieved within budget and on time • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the way resources are allocated meets new business needs • Ensure you budget for and clearly state the financial impacts of new priorities	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Demonstrate accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines	- Assess work outcomes, and identify and share what you learnt to inform future actions - Ensure your own and others' actions focus on achieving organisational goals - Exercise delegations responsibly - Understand and apply high standards of financial probity with public money and other resources - Identify and implement safe work practices, taking a systematic risk management approach to ensure your own and others' health and safety - Conduct and report on quality control audits - Identify and mitigate risks to achieving goals - Consider data security, ethics and privacy in decision making	Adept
 Business enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	- Prepare and review project scope and business cases for projects with multiple interdependencies - Use key subject matter experts' knowledge to inform project plans and directions - Design and implement effective stakeholder communication strategies for all project stages - Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning - Develop strategies to correct projects if they vary from their plans - Manage transitions between project stages and ensure any changes to projects are consistent with organisational goals - Participate in governance processes, such as project steering groups	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
 Business enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	• Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards	Adept
 People management	Manage and develop people Engage with and motivate staff, and develop their capability and potential	• Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely feedback that people can act on • Identify and act on opportunities to coach and mentor others • Recognise performance issues that need to be dealt with and work promptly to resolve them • Effectively support and manage team members who are working flexibly and in different locations • Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures • Reflect on feedback about your management style and potential areas where you can improve	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	Adept
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Adept
	Manage Self	Be persistent, self-reflect and commit to learning	Adept
 Relationships	Work collaboratively	Collaborate with others and value their contribution	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Results	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and contract management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
 People management	Inspire direction and purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise business outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage reform and change	Support and champion change, and help others to engage with change	Intermediate