Role Description
Manager Digital Games

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	Screen NSW\ Production and Content Investment \ PDV & Digital Games
Location	Sydney
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	October 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

The Manager Digital Games leads the compliant, timely and industry-informed delivery of Digital Games funding programs, with accountability for assessment quality, program administration, financial stewardship, service standards, stakeholder confidence and specialist capability.

Key accountabilities

- Manage Digital Games funding programs across the full project lifecycle, including application administration, contracting, milestones, variations, acquittals, information management and payment readiness, in accordance with service standards and risk requirements.
- Set and monitor assessment timeframes, workflow priorities, applicant communication standards and business continuity arrangements, escalating capacity, service and program risks as required.
- Maintain consistent interpretation of program guidelines and provide authoritative advice to applicants and stakeholders to improve submission quality, resolve issues and reduce avoidable rework.
- Manage program budgets, expenditure, demand forecasting and financial reporting, providing timely advice to the Executive Director, Senior Manager and Finance team to support sound allocation decisions and financial stewardship.
- Lead information management, data collection, analysis and reporting to strengthen accountability, inform funding decisions and support continuous improvement of program frameworks, processes and risk controls.
- Coordinate Digital Games responsibilities with Content Investment and other teams to ensure clear ownership, avoid duplication and maintain specialist sector capability.
- Build and maintain constructive relationships with industry, peak bodies, government agencies and other stakeholders, and prepare accurate briefs, correspondence and advice on relevant programs, projects and emerging issues.
- Build and share specialist Digital Games capability across relevant teams, providing technical guidance, peer support and advice on sector, commercial, financial and grants-administration matters.

Key challenges

- Managing fluctuating application demand, competing priorities and tight timeframes while maintaining consistent assessment quality, service standards and business continuity.
- Ensuring screen funding decisions are transparent, evidence-based and compliant, while balancing financial risk, public value, government priorities and sector viability.
- Maintaining stakeholder confidence and specialist capability in a complex and evolving production environment, including responding to sensitive issues and providing timely, authoritative advice.

Key relationships

Who	Why
Internal	
Reporting Line Manager	• Receive guidance and instruction, seek clarification and advice, and report on progress against work plans. • Escalate and discuss issues. • Identify emerging issues/risks and provide options for potential solutions. • Provide input and respond to requests for information and briefings.
Work Team	• Participate in meetings, share information and provide input on issues. • Provide input, support and advice to colleagues and team members to contribute to 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	
Other NSW Government/Commonwealth Agencies	• Establish professional networks and relationships across agencies to share ideas and learnings and collaborate on common responses to emerging and/or developing issues.
External Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues. • Resolve and provide solutions to issues, ensuring the Executive is apprised of emerging issues.
Vendors/Suppliers/Consultants	• Manage contracts for quality, on time service delivery and performance targets. • Negotiate, collaborate and engage with suppliers to facilitate on-time delivery of projects, products and services.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. 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, business cases and other forms of written advice with minimal input from the manager.

Reporting line

The role accounts and reports to the Senior Manager PDV & Digital Games.

Direct reports

This role has no direct reports.

Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

Key knowledge and experience

- Demonstrated specialist knowledge of the digital games sector, screen agency practice, funding guidelines, budgets, related-party transactions and grants and contract administration.

Essential requirements

- 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	• Represent your organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept
 Relationships	**Commit to customer service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality • customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept
 Relationships	**Work collaboratively** Collaborate with others and value their contribution	• Encourage a workplace culture that values collaboration • Communicate with other teams to improve information sharing • Share lessons learned with other teams and business units Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions • Actively use digital information platforms, collaboration tools and other digital technologies to share information and work	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		with diverse audiences to solve problems and improve services • Consider diverse cultural perspectives to provide insights into collaborative work	
 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
 Results	**Demonstrate accountability** Be proactive and responsible for your actions, and follow legislation, policy and guidelines	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and organisational goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public money and other resources • Monitor and maintain the business unit's knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning • Make strategic and sustainable choices that balance meeting short-term goals with long-term success	Advanced
 Business enablers	**Procurement and contract management** Understand and use procurement processes to ensure effective purchasing and contract performance	• Follow legal, policy and organisational guidelines and procedures for procurement and contract management • Write well-structured procurement documents that clearly state the business needs • Monitor procurement and contract management processes to ensure they are open, transparent and competitive • Monitor procurement and contract management risks, and take steps to manage	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		or mitigate them when selecting suppliers and overseeing contract performance • Evaluate tenders and select providers in an objective and rigorous way, in line with relevant guidelines and principles • Escalate procurement and contract management issues with your supervisor when needed	

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
	Manage self	Be persistent, self-reflect and commit to learning	Intermediate
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Adept
 **Relationships**	**Communicate effectively**	Communicate clearly, pay attention to others and respond with understanding and respect	Adept
	Influence and negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 **Results**	**Plan and prioritise**	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and solve problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 **Business enablers**	**Finance**	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate