

Role Description

Principal Finance Officer

Portfolio	Creative Industries, Tourism, Hospitality and Sport
Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Corporate Services / Finance
Classification/Grade	Clerk Grade 9/10
Location	Sydney/Regional NSW
OSCA Code	211131
PCAT Code	1223392
Date of Approval	July 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 role is primarily responsible for coordinating the daily operations of a team responsible for providing strategic financial forward planning advice, solutions and models and managing major programs and reforms administered by Finance.

While the scope of work is defined by the operational priorities of the assigned business unit, the role is responsible for leading a team, a project or a program to deliver accurate, reliable and focused results that meet stakeholder expectations and the Directorate's service delivery standards. The role supports senior managers in the implementation of innovative solutions to achieve continuous improvements in corporate financial programs, processes and service delivery.

Key accountabilities

- Develop and provide expert financial forward planning advice using complex financial analysis and data modelling to create scenarios/options that support corporate initiatives and enable the Executive to make informed decisions. Scenarios/options developed must comply with the accounting standards, accounting policies and legislation on financial reporting and annual reporting relevant to the business needs of Department stakeholders and customers. The role employs advanced skills in MS Excel and other tools including advanced formulas, charting, pivot tables and reporting, data tables, simulators and macros.
- Support the formation of business partnerships within Finance Directorate, the broader Department and external stakeholders to optimise the effective implementation of corporate financial management strategies and reforms. When collaboration with other teams the role ensures all parties are fully briefed on proposed business tasks and practices, timelines and expected outcomes.
- Analyse information from a variety of sources to develop and provide accurate financial advice, performance reports and information to staff, clients, senior management and external agencies.
- Champion the use of new and/or updated corporate financial management strategies, technology, systems, and business methods to deliver efficient and effective service in accordance with Department policy and the Directorate's business practices and protocols. This includes fostering sustainable customer relationships, and working collaboratively with colleagues in Finance and other areas of the Department to gain support for the implementation of finance-related business reforms and to increase staff commitment to service delivery excellence.
- Interpret and apply government accounting procedures and policies relevant to the operations of the assigned business unit including the Treasurer's Directions and Public Finance and Audit Act.
- Instigate recommendations and advice for the review and improvement of corporate financial management functions and processes, and liaise with policy, process and systems experts on related issues. This may include the review, analysis and monitoring of systems and databases to ensure the integrity of the data held in the system and/or acting as a point of contact for the resolution of issues and enquiries.
- Provide regular updates to the Manager regarding progress and achievement of the role's agreed business and reporting targets. Management needs to be alerted to potential or emerging business-critical matters that could adversely impact program/policy implementation and/or service delivery. The role identifies and assesses risk, and proposes and evaluates risk mitigation strategies.

Key challenges

- Developing and maintaining close working relationships with stakeholders to meet and manage their expectations while providing high levels of service in corporate financial accounting or systems.
- Gaining support through partnering with key stakeholders and gaining support across the organisation for the Directorate's programs and initiatives, providing expert advice to senior management team. This support is critical for the continued delivery of quality and strategically targeted corporate financial management services, programs and advice that inform the delivery of creative and community outcomes for NSW.
- Managing change including adapting processes and resource allocation in a transitional workplace to support new customers and changing priorities.

Key relationships

Internal

Who	Why
Finance Manager	• Provides regular status reports • Consults regarding the management of sensitive, high risk or business critical matters • Receives performance feedback
Customers and stakeholders	• Delivers high quality customer service to a range of stakeholders and customers • Communicates specialist advice and provides guidance on operational and/or complex matters requiring technical knowledge and/or implementation expertise
Team members	• Provide input, support and advice to colleagues and team members to contribute to team outcomes. • Interprets and applies NSW Public Sector accounting procedures and policies • Provides a conduit across teams in Finance to ensure the consistent provision of advice and service

External

Who	Why
Key external stakeholders, including other NSW Public Sector agencies, diverse professional organisations, and workforce representatives.	• Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, and engagement.

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

This role reports to the Finance Manager.

Direct reports

The role has no direct reports.

Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

Key knowledge and experience

- Demonstrated experience in public sector budgeting, forecasting, financial reporting and analysis, with a strong understanding of NSW Government financial and Treasury requirements.

Essential requirements

- Tertiary qualifications in accounting or in a related relevant discipline

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 Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for other to be heard, listen attentively and	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communications channels to share information, engage and interact with diverse audiences	
 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 customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		Ensure that the financial implications of changed priorities are explicit and budgeted for	
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work - Initiate, prioritise, consult on and develop team and unit goals, strategies and plans - Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses - Ensure current work plans and activities support and are consistent with organisational change initiatives - Evaluate outcomes and adjust future plans accordingly	Adept
 Results	Think and solve problems Think, analyse and consider the broader context to develop practical solutions	- Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues - Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others - Take account of the wider business context when considering options to resolve issues - Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements - Implement systems and processes that are underpinned by high-quality research and analysis - Look for opportunities to design innovative solutions to meet user needs and service demands - Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
 Business enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of various purchasing options • Promote the role of sound financial management and its impact on organisational effectiveness • Obtain specialist financial advice when reviewing and evaluating finance systems and processes • Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner	Advanced

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
	Financial Strategy, Governance and Risk Management	• Establish effective and appropriate governance, assess the organisation's strategic financial position, and ensure	Level 3

Capability group/sets	Capability name	Behavioural indicators	Level
		effective investment and financing decisions	
	Financial Accounting and Statutory Reporting	Apply and comply with accounting standards, legislation and specific organisational policies, standards and protocols, and implement effective statutory and other external reporting requirements	Level 3
	Management Accounting	Provide high quality analysis and evaluation of financial and operational performance to inform management decisions and to underpin effective budget formulation, forecasting and projections	Level 3
	Finance Operations and Systems	Ensure appropriateness and reliability of financial information systems, and effective governance, cash management and controls over transactional processes	Level 3
	Finance Business Partnering	Partner with key stakeholders, and provide expert professional advice, coaching and consulting expertise to ensure the effective alignment of financial management strategies and organisational objectives	Level 3

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/s	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	Intermediate
	Act with Integrity	Be ethical and professional and uphold and promote the public sector values	Intermediate
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Business enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate