

# Role Description

## Senior Associate

### Reporting and Financial Systems Support

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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      | Corporate Services/ Finance and Operations                        |
| Location                  | Sydney                                                            |
| Classification/Grade/Band | Clerk Grade 9/10                                                  |
| OSCA Code                 | 211131                                                            |
| PCAT Code                 | 1223392                                                           |
| Date of Approval          | August 2026                                                       |
| Agency Website            | <a href="http://www.nsw.gov.au/dciths">www.nsw.gov.au/dciths</a>  |

## 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 Senior Associate supports the delivery of timely and accurate financial data, reporting and insights across DCITHS to inform decision-making. The role is responsible for maintaining and enhancing financial reporting systems and products, including financial reporting applications, user access controls, data integrity processes and system-supported reporting functions.

The role acts as a key liaison between Finance, ICT and system vendors on operational matters relating to financial reporting systems. It supports the development and maintenance of reporting standards, delivers routine and cyclical reporting, and implements changes to meet evolving business requirements.

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## Key accountabilities

- Administer and maintain financial reporting and planning systems (e.g. Calumo, SAP, TM1 or similar), ensuring system availability, data integrity and alignment with business reporting requirements.
- Support month-end, forecast and budget reporting cycles by maintaining system processes, validating data loads, monitoring reconciliations and resolving system issues.
- Provide Level 1 support for financial systems across Finance, including training and guidance for users, troubleshooting issues and coordinating escalation to internal teams or system vendors where required.
- Liaise with Finance Business Partners across DCITHS to support their understanding and use of financial systems and reporting information, and facilitate system enhancements and reporting solutions to meet business needs.
- Deliver training and ongoing support to Finance Business Partners and other key users to build capability in the use of financial systems, reporting tools and financial data.
- Support the governance of financial reporting systems and frameworks, ensuring data quality, system integrity and compliance with departmental and NSW Public Sector requirements.
- Contribute to the testing, implementation and continuous improvement of financial reporting systems and processes, ensuring changes are appropriately documented and managed in accordance with established governance requirements.

## Key challenges

- Managing competing priorities and interdependencies to ensure business-as-usual deliverables, as well as project and program objectives, are achieved within agreed timeframes.
- Developing and maintaining effective stakeholder relationships while managing consultation and negotiation processes with diverse stakeholders who have varying expectations, priorities and perspectives.
- Identifying opportunities to improve the effectiveness and efficiency of reporting systems and processes, and developing recommendations to support continuous improvement.

## Key relationships

| Who                   | Why                                                                                                                                                                                                                                                                                                                                          |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal</b>       |                                                                                                                                                                                                                                                                                                                                              |
| Associate Director    | <ul style="list-style-type: none"><li>• Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.</li><li>• Identify emerging issues/risks and their implications and propose solutions.</li><li>• Report on progress towards business objectives and discuss future directions.</li></ul> |
| Work Team             | <ul style="list-style-type: none"><li>• Participate in meetings, share information and provide input on issues.</li><li>• Support team members and work collaboratively to contribute to achieving team outcomes.</li><li>• Develop and maintain effective working relationships and open channels of communication.</li></ul>               |
| Internal Stakeholders | <ul style="list-style-type: none"><li>• Respond to queries, exchange information, and work collaboratively to resolve issues.</li></ul>                                                                                                                                                                                                      |

| Who                                        | Why                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>External</b>                            |                                                                                                                                                                                                                                                                                                                                                                              |
| Other NSW Government/Commonwealth Agencies | <ul style="list-style-type: none"> <li>Establish professional networks and relationships across agencies to share ideas and learnings and collaborate on common responses to emerging and/or developing issues.</li> </ul>                                                                                                                                                   |
| External Stakeholders                      | <ul style="list-style-type: none"> <li>Engage with relevant stakeholders to open channels of communication, provide expert advice, gather and exchange relevant information.</li> <li>Resolve and provide solutions to issues, ensuring the Executive is apprised of emerging issues.</li> </ul>                                                                             |
| Vendors/Suppliers/Consultants              | <ul style="list-style-type: none"> <li>Manage relationship with financial reporting system vendor and support providers to facilitate issue resolution, ongoing system deliverables and continuous improvement initiatives.</li> <li>Negotiate, collaborate and engage with suppliers to facilitate on-time delivery of projects, business products and services.</li> </ul> |

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to an Associate Director, 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 Associate Director Reporting and Insights.

### Direct reports

This role has no direct reports.

### Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

## Key knowledge and experience

- Thorough knowledge and understanding of the NSW Public Sector environment, financial management policies and processes, and the relevant regulatory, legislative and statutory requirements that underpin organisational financial operations.
- Experience providing strategic financial analysis, financial advice and reporting in an environment of change, evolution and growth.
- Demonstrated experience in, or the ability to develop expertise in, the use of financial budgeting and reporting systems (e.g. Calumo, SAP, TM1 or similar), including period administration, task management, troubleshooting and governance.

## Essential requirements

- Tertiary qualifications in accountancy, economics, commerce, finance
- Professional standing for current membership or eligibility for membership of a recognised Australian accounting body or relevant 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 |
|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <br><b>Personal attributes</b> | <b>Display resilience and courage</b><br>Be open and honest, prepared to express your views, and willing to accept and commit to change | <ul style="list-style-type: none"><li>• Be flexible, show initiative and respond quickly when situations change</li><li>• Give frank and honest feedback and advice</li><li>• Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately</li><li>• Raise and work through challenging issues and seek alternatives</li><li>• Respond professionally when under pressure and in challenging situations</li></ul> | Adept |
| <br><b>Personal attributes</b> | <b>Manage self</b><br>Be persistent, self-reflect and commit to learning                                                                | <ul style="list-style-type: none"><li>• Keep up to date with contemporary knowledge and practices</li><li>• Seek and take advantage of opportunities to learn and apply new skills</li><li>• Commit to achieving challenging goals</li><li>• Seek and respond positively to constructive feedback and advice</li><li>• Examine and reflect on your performance</li></ul>                                                                              | Adept |

| Capability group/sets                                                                              | Capability name                                                                                                            | Behavioural indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Level |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <br>Relationships | <b>Communicate effectively</b><br>Communicate clearly, pay attention to others, and respond with understanding and respect | <ul style="list-style-type: none"> <li>• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation</li> <li>• Clearly explain complex ideas and arguments to individuals and groups</li> <li>• Create opportunities for others to contribute</li> <li>• Share information with other teams and business units to enable informed decision-making</li> <li>• Write clearly and concisely in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> <li>• Pay attention and encourage others to express their views</li> </ul>                | Adept |
| <br>Relationships | <b>Work collaboratively</b><br>Collaborate with others and value their contribution                                        | <ul style="list-style-type: none"> <li>• Encourage a workplace culture that values collaboration</li> <li>• Communicate with other teams to improve information sharing</li> <li>• Share lessons learned with other teams and business units</li> <li>• Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions</li> <li>• Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services</li> <li>• Consider diverse cultural perspectives to provide insights into collaborative work</li> </ul> | Adept |
| <br>Results     | <b>Deliver results</b><br>Achieve results by using resources efficiently and committing to quality outcomes                | <ul style="list-style-type: none"> <li>• Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Ensure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify the resources people need and ensure goals are achieved within budget and on time</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> </ul>                                                                                                                                                                                                                                                 | Adept |

| Capability group/sets                                                                                    | Capability name                                                                                                   | Behavioural indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Level    |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|                                                                                                          |                                                                                                                   | <ul style="list-style-type: none"> <li>Identify priorities that need to change and ensure the way resources are allocated meets new business needs</li> <li>Ensure you budget for and clearly state the financial impacts of new priorities</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |          |
| <br>Results             | <b>Think and solve problems</b><br>Think, analyse and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> <li>Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships</li> <li>Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience</li> <li>Think creatively to come up with new ideas to resolve issues and improve customer experience</li> <li>Seek input and ideas from people with different backgrounds and experiences</li> <li>Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> <li>Analyse data and information to identify insights and communicate findings in a clear and meaningful way</li> </ul> | Adept    |
| <br>Business enablers | <b>Finance</b><br>Understand and use available technology to maximise efficiencies and effectiveness              | <ul style="list-style-type: none"> <li>Apply a thorough understanding of recurrent and capital financial terminology, policies and processes for planning, forecasting, preparing and managing budgets</li> <li>Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound</li> <li>Assess relative cost benefits of various purchasing options</li> <li>Promote the role of sound financial management and its impact on organisational effectiveness</li> <li>Get specialist financial advice when reviewing and evaluating finance systems and processes</li> <li>Respond to financial and risk management audit outcomes, addressing areas of noncompliance in a timely manner</li> </ul>                                                                                                     | Advanced |
|                       | <b>Technology</b><br>Understand and use available technology to                                                   | <ul style="list-style-type: none"> <li>Promote using creative and accessible technology in your organisation</li> <li>Actively manage risk to ensure compliance with cyber security and acceptable use of</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Advanced |

| Capability group/sets | Capability name                         | Behavioural indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Level |
|-----------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Business enablers     | maximise efficiencies and effectiveness | <p>technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use</p> <ul style="list-style-type: none"> <li>• Keep up to date with new technology and technological trends to understand how using them can support business outcomes</li> <li>• Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes</li> <li>• Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards</li> </ul> |       |

| Occupation specific capability set                                                                                                                                                                                                                                                                                        | Behavioural indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Level   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
|  <p><b>Management Accounting</b><br/>Provide high quality analysis and evaluation of financial and operational performance to inform management decisions, and to underpin effective budget formulation, forecasting and projections</p> | <ul style="list-style-type: none"> <li>• Understand the strategic planning and budget formulation processes and cycle, budget forecasting and technical processes involved</li> <li>• Support financial and operational data analysis through extraction, filtering and collation from specified information sources</li> <li>• Interpret both content and financial context of data provided and data protocols</li> <li>• Interact with clients and build relationships aimed at improving an understanding of client financial needs and expectations</li> </ul> | Level 1 |

## 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        |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------|--------------|
|  <b>Personal attributes</b> | <b>Act with integrity</b>                  | Be ethical and professional, and uphold and promote the public sector values                     | Intermediate |
|                                                                                                              | <b>Value diversity and inclusion</b>       | Be inclusive and respect diverse backgrounds, experiences and perspectives                       | Intermediate |
|  <b>Relationships</b>       | <b>Commit to customer service</b>          | Provide customer-focused services in line with public sector and organisational objectives       | Adept        |
|                                                                                                              | <b>Influence and negotiate</b>             | Gain consensus and commitment from others, and resolve issues and conflicts                      | Adept        |
|  <b>Results</b>            | <b>Plan and prioritise</b>                 | Plan to achieve priority outcomes and respond flexibly to changing circumstances                 | Adept        |
|                                                                                                              | <b>Demonstrate accountability</b>          | Be proactive and responsible for your actions, and follow legislation, policy and guidelines     | Intermediate |
|  <b>Business enablers</b> | <b>Procurement and contract management</b> | Understand and use procurement processes to ensure effective purchasing and contract performance | Intermediate |
|                                                                                                              | <b>Project Management</b>                  | Understand and use effective ways to plan, coordinate and control projects                       | Intermediate |