

Role Description

Senior Associate – Strategic Projects and Reporting

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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	Office of the Secretary
Location	Sydney
Classification/Grade/Band	Clerk Grade 9/10
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

Assist with the development and coordinate portfolio-wide reporting, short-term strategic projects and governance activities. Support the delivery of high-quality reporting, analysis and briefing products to assist executive decision-making, monitor progress against strategic priorities and ensure effective coordination of cross-portfolio activities. Assist with 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

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Key accountabilities

- Coordinate portfolio reporting processes and consolidate input from divisions and agencies.
- Prepare executive dashboards, briefing notes, reports, governance papers and strategic updates for senior executives and Ministers.
- Monitor progress against portfolio priorities and provide analysis of risks, issues and emerging trends.
- Support governance forums and executive meetings through preparation of papers, action tracking and reporting.
- Build and maintain reporting frameworks, action registers and performance monitoring tools.
- Coordinate Parliamentary Budget Office requests, Incoming Government Brief development and other priority government requests as required.
- Identify opportunities to improve reporting, governance and coordination processes.

Key challenges

- Managing large volumes of sensitive information and requests under tight timelines, where priorities may change at short notice.
- Coordinating multiple stakeholders across the portfolio with competing priorities, while maintaining productive stakeholder relationships.
- Maintaining accurate tracking, reporting and quality assurance across numerous election-related workstreams.

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 agencies	• Establish professional networks and relationships across agencies to share ideas and learnings and collaborate on common responses to emerging and/or developing issues.

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 Associate Director, Strategic Projects and Reporting.

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 experience delivering complex projects or coordination functions in government.
- Sound understanding of NSW Government processes, machinery of government and ministerial/parliamentary environments.
- Experience preparing executive briefings, reports and governance products.
- Strong analytical, stakeholder engagement and project coordination skills.
- Experience using reporting systems, project management tools and governance frameworks.

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	• 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
 Personal attributes	Manage self Be persistent, self-reflect and commit to learning	• Be a professional role model for colleagues, set high personal goals and take pride in achieving them • Actively seek, reflect on and act on feedback about your performance • Reflect on and use negative feedback as an opportunity for growth and improvement • Take the initiative and act in a decisive way • Pursue and apply new knowledge and practices relevant to your organisation to improve outcomes	Advanced
 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		• Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	
 Results	Plan and prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, business unit and your organisation when prioritising work • Set, prioritise, consult on and develop team and business unit goals, strategies and plans • Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust plans accordingly	Adept
 Business enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	• Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards	Advanced

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	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	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Results	Deliver results	Achieve results by using resources efficiently and committing to quality outcomes	Adept
	Think and solve problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 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
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate