

Role Description

Senior Talent Acquisition Lead

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Creative Industries, Tourism,
Hospitality and Sport

Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Corporate Services/People and Capability/Talent and People Operations
Location	Sydney/Regional NSW
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	132311
PCAT Code	3224291
Date of Approval	February 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

Lead a team in the delivery of innovative and customer focused talent acquisition solutions across the Department. The role provides strategic talent acquisition advice and manages end-to-end talent acquisition services including developing candidate attraction and assessment strategies to enable the selection and engagement of high calibre candidates to meet organisational needs and support a high performing workforce.

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Key accountabilities

- Manage the delivery of talent acquisition services including candidate attraction, assessment, and management in line with best practice methodologies and legislative requirements to support ongoing operational demands and the delivery of contemporary talent resourcing initiatives and solutions.
- Provide expert advice, coaching and support to management and staff on talent acquisition methodologies and matters, that respond to business requirements, promote best practice and compliance with legislation and Government policy and principles, support organisational strategies and build organisational effectiveness
- Work closely with the Manager to identify, develop, integrate, and maintain policies, processes, programs, tools, reporting, and governance, to optimise talent acquisition service delivery and to continuously improve the candidate and hiring manager experience.
- Lead talent related projects (including mobility), and oversee all aspects of the project cycle, including developing plans, identifying and coordinating resources, managing budgets, suppliers, stakeholder engagement and meet reporting requirements ensuring compliance with governance and quality requirements to successfully deliver on key outcomes.
- Build and maintain strong partnering relationships across the business, including developing, distributing, and maintaining talent resourcing guides and tools, to support managers and employees to undertake best-practice talent acquisition activities and to identify opportunities to improve service delivery.
- Provide leadership and day to day management and guidance to the team to facilitate the ongoing capability of team members to ensure consistency in the delivery of high-quality talent acquisition services.
- Identify and analyse emergent issues, data, and trends, and prepare reports, submissions, and presentations to inform talent, internal mobility and workforce resourcing activities and planning and to support workforce decision making.
- Partner and collaborate with members of the broader People & Capability team to ensure talent acquisition operational policies, procedures and processes utilised are understood and applied consistently and all members of the team are informed of the activities, challenges and changes occurring within the different areas of the P&C team.

Key challenges

- Designing and advocating responsive and practical talent management strategies and solutions that meet business needs and customer expectations while ensuring alignment with employment legislation and NSW Public Sector recruitment policies.
- Managing competing priorities and consultations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints, and interests.

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. • Provide input and respond to requests for information and briefings.
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, identify needs, communicate services and redirect, escalate, or resolve issues.
External	
External Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate, or resolve issues.
Vendors/Suppliers/Consultants	• Engage and communicate 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's decision 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.

Reporting line

The role accounts and reports to the Associate Director, Talent, and Executive Management

Direct reports

This role has up to 4 direct reports.

Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

Key knowledge and experience

- Demonstrated experience in delivering end to end talent acquisition services with focus on customer experience.
- Experience in leading a talent acquisition team.
- Sound knowledge of government sector employment legislation, policies, and industry best practice.

Essential requirements

- Tertiary qualifications in a relevant discipline or demonstrated equivalent relevant professional experience.

Capabilities for the role

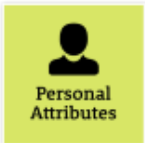
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills, and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results, and business enablers, with a fifth people management group of capabilities 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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	- Be flexible, show initiative and respond quickly when situations change - Give frank and honest feedback and advice - Listen when ideas are challenged, seek to understand the nature of the comment, and respond appropriately - Raise and work through challenging issues and seek alternatives - Remain composed and calm under pressure and in challenging situations	Adept
	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, actively listen to others, and respond with understanding and respect	- Present with credibility, engage diverse audiences and test levels of understanding - Translate technical and complex information clearly and concisely for diverse audiences - Create opportunities for others to contribute to discussion and debate - Contribute to and promote information sharing across the organisation - Manage complex communications that involve understanding and responding to multiple and divergent viewpoints - Explore creative ways to engage diverse audiences and communicate information - Adjust style and approach to optimise outcomes - Write fluently and persuasively in plain English and in a range of styles and formats	Advanced

	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment 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 • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept

	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	Project Management Understand and apply effective planning, coordination, and control methods	• Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups	Advanced

	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	Define and clearly communicate roles, responsibilities, and performance standards to achieve team outcomes - Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths, and opportunities for development - Be aware of the influences of bias when managing team members - Seek feedback on own management capabilities and develop strategies to address any gaps - Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way - Monitor and report on team performance in line with established performance development frameworks	Adept
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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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate

	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	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, promote and champion change, and assist others to engage with change	Intermediate