

# Role Description

## Talent Acquisition Partner



Creative Industries, Tourism,  
Hospitality and Sport

<b>Cluster</b>	Creative Industries, Tourism, Hospitality and Sport
<b>Agency</b>	Department of Creative Industries, Tourism, Hospitality and Sport
<b>Division/Branch/Unit</b>	Corporate Services/ People and Capability/ Talent and People Operations
<b>Location</b>	Sydney/Regional NSW
<b>Classification/Grade/Band</b>	Clerk Grade 7/8
<b>ANZSCO Code</b>	223112
<b>PCAT Code</b>	1334292
<b>Date of Approval</b>	5 April 2024
<b>Agency Website</b>	<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.

[Creative Industries, Tourism, Hospitality and Sport | NSW Government](#)

### Primary purpose of the role

Deliver best-practice, contemporary, customer focused talent acquisition solutions to support the selection and engagement of talent across the Department and ensure compliance with government legislation, policies, and regulations. Partner with hiring managers to understand hiring needs and undertake end-to-end talent acquisition services including the design and delivery of fit for purpose candidate attraction and assessment strategies.

## Key accountabilities

- Identify, design, and develop talent solutions including candidate attraction, assessment, and management in line with best practice methodologies and legislative requirements to deliver contemporary talent acquisition services to support the development of a high performing workforce.
- Provide expert advice on quality recruitment, attraction and talent sourcing methodologies that respond to business requirements, support organisational strategies, and build organisational effectiveness.
- Ensure talent acquisition processes are based on best-practice, contemporary recruitment solutions and strategies and comply with relevant employment legislation, and NSW Public Sector recruitment policies, practices, and statutory requirements.
- Support the operational delivery of core talent resourcing services, including analysing recruitment needs, planning, and reporting on recruitment activities,
- Undertake end to end talent acquisition services including designing and executing candidate attraction plans, designing, and facilitating candidate assessments including developing fit-for-purpose assessment plans and interview questions, coordinating pre-employment, and facilitating onboarding activities to ensure the provision of seamless service delivery.
- Partner with relevant stakeholders in providing onboarding support to candidates and managers, including liaising with payroll and IT, to ensure a smooth onboarding experience.
- Build and maintain strong relationships with key business stakeholders, through consultation, collaboration, and responsive advice and service to support hiring managers in undertaking best-practice talent acquisition activities and to identify opportunities to improve talent service delivery.
- Seek opportunities for continuous improvement to ensure customer satisfaction, time to hire, and other relevant key success indicators are met.
- Maintain recruitment and talent systems and data to ensure ease of information access and to support informed decision-making.

## Key challenges

- Managing competing priorities and consultations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints, and interests.
- Providing 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.
- Working to deadlines that are often very tight while ensuring quality outcomes are provided with effective consultation in a context of uncertainty and rapidly changing priorities.

## Key relationships

Who	Why
<b>Internal</b>	
Reporting Line Manager	<ul style="list-style-type: none"> <li>Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.</li> <li>Escalate and discuss issues.</li> </ul>
<b>Who</b>	
	<ul style="list-style-type: none"> <li>Provide input and respond to requests for information and briefings.</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, identify needs, communicate services and redirect, escalate, or resolve issues.</li> </ul>
<b>External</b>	
External Stakeholders	<ul style="list-style-type: none"> <li>Respond to queries, identify needs, communicate services and redirect, escalate, or resolve issues.</li> </ul>
Vendors/Suppliers/Consultants	<ul style="list-style-type: none"> <li>Engage and communicate with suppliers to facilitate on-time delivery of projects, 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 a manager decision that requires significant changes 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 Senior Talent Acquisition Lead.

## 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 end to end talent acquisition services to diverse stakeholder groups.
- Experience in the design and delivery of candidate attraction and assessment plans.
- Knowledge of government sector legislation and policies governing the employment of government sector employees.

## 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.











## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Work Collaboratively</b> Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate

 <p>Relationships</p>	<p><b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> <li>• Use facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements and be open to compromise</li> <li>• Keep discussions focused on the key issues</li> </ul>	Intermediate
 <p>Results</p>	<p><b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
 <p>Business Enablers</p>	<p><b>Project Management</b> Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project's objectives and its expected benefits</li> <li>• Monitor the completion of project milestones against goals and take necessary action</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	Adept

## 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
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational