

SECTION LEAD, SPORT PROGRAMS

Unit	High Performance	Area:	High Performance
Department/Agency	The NSW Institute of Sport	ANZSCO code	139915
Classification/band	NSWIS Grade 3, Level 1	PCAT Code	3339192
Reports to	Director, High Performance	Date of Approval	15 March 2024

ORGANISATIONAL OVERVIEW

The NSW Institute of Sport [NSWIS] is a high-performance sporting organisation that supports Australian athletes to become world's best. We reach all regions of NSW with an Olympic and Paralympic training facility based at Sydney Olympic Park and high-performance hubs across NSW that provide world class daily training environments for our athletes and coaches. Our experts work in collaboration with partners within the national sporting system to create and deliver high performance support services and environments to prepare athletes and coaches for international competition.

ROLE PURPOSE

The Section Lead, Sport Programs is responsible to lead and manage the Senior Coordinators, Sport Programs to ensure NSWIS policies, processes and systems are implemented and consistent across all sport programs and to provide strategic support to the Director, High Performance and High Performance Managers, this includes supporting the alignment of organisational objectives, the sport program strategies and the input and collation of key data for reporting. The Section Lead will have their own portfolio of sport programs to administer and will collaborate closely with the respective High-Performance Manager to oversee the provision of administration and operations support to their allocated sports. The position will establish, build, and maintain collaborative relationships with key internal and external stakeholders and sport program partners, using a coach-led and athlete-focused approach.

KEY PERFORMANCE AREAS

- Provide leadership and manage the performance of the Senior Coordinators, Sport Programs by setting clear objectives, assessing performance, providing feedback and coaching to build employee capability.
- Ensure consistent approaches and adherence of administration processes across all sport programs. Conduct inductions with new sport program co-ordinator staff and ensure they are trained to a high standard.
- Where required, develop guidelines and frameworks for administering sport programs to improve effectiveness and efficiency.
- Provide quality management, operational and administrative support to assigned sports program(s) in line with NSWIS policy, procedures, and philosophy.
- Build, maintain and support the High-Performance Managers and Head Coach/Coaches to facilitate effective and efficient delivery of NSWIS sport programs.
- Perform administrative duties and support for meetings, including managing and coordinating operational work and assigned action.
- Coordinate reports and information required by the Executive Management Committee and Board including quarterly reporting of Key Performance Indicators and metrics.
- Preparation of reports and communications for Performance Planning Management Group (PPMG) Meetings and Performance Team Meetings.
- Undertake various finance activities including assistance with the coordination of monthly and annual budget forecasting and payment of invoices.
- Manage the coordination of the annual sport(s) program athlete induction day and facilitating the athlete scholarship onboarding process and compliance required for NSWIS sport scholarship recipients.
- Management of the Athlete Management System (AMS) for all aspects of the sport program(s).

- Provide leadership on implementation and maintaining processes/systems to track performance and results.

KEY CHALLENGES

- Lead, facilitate and/or coordinate various work groups to achieve sport/project outcomes.
- Establish mutually beneficial relationships with athletes and coaches and work cooperatively with others to accomplish team goals.
- Adapt to change, managing stress and persistently work towards goals despite distractions or obstacles.
- Work collaboratively within a restricted resource environment, with multiple stakeholders and varying agendas and timelines.
- Navigate a complex high-performance environment that includes cross discipline delivery of performance teams requiring close liaison with discipline expertise.

KEY RELATIONSHIPS

Who	Why
NSWIS Director, High Performance and High-Performance Managers	To ensure key deliverables are aligned to strategic direction and performance measures for the sports program.
NSWIS staff	To work collaboratively across all departments to support, enable and impact performance.
Performance Team	To support an integrated performance approach and collaboratively prepare world's best athletes.
Coaches	To support the delivery of high-performance sport programs
NSWIS athletes	To support individual athlete performance planning and implementation
NSWIS Management	To support organisational planning and operations

ROLE DIMENSIONS

Budget	Nil
Authority/approval level	Nil
Reporting roles	Senior Coordinators x 2






ROLE REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none"> ▪ Relevant tertiary qualification i.e. Sports Management ▪ Sport Integrity Australia (SIA) Anti-Doping Fundamentals and annual update 2024 ▪ Sport Integrity Australia (PBTR) Child Protection and Safeguarding ▪ Current Working with Children Check (WWCC). ▪ Current driver's license 	<ul style="list-style-type: none"> ▪ Experience in High Performance sport administration and/or project management ▪ Current First Aid and Resuscitation certificate ▪ Intermediate/advanced knowledge of MS Office programs including Teams ▪ Experience with athlete management systems

Experience	Knowledge
<ul style="list-style-type: none"> ▪ Minimum 7+ years' experience sport management/coordination. ▪ Experience in managing, leading and developing people to achieve performance outcomes. ▪ Experience in working across sport/athlete campaigns and disciplines with successful outcomes. ▪ Advanced communication skills (including interpersonal, negotiation, influencing and representation) and a proven ability to build and maintain effective relationships both internally and externally with a diverse range of stakeholders. ▪ Success with setting high standards of performance in sport administration and assuming responsibility and accountability for successfully completing tasks. ▪ Demonstrated experience in providing administrative support for the effective and timely delivery of programs and/or projects. ▪ Proven ability to take prompt action to identify opportunities and achieve goals with sport beyond what is required. ▪ Proven experience in developing and using collaborative relationships to achieve enhanced high-performance sport outcomes. ▪ Demonstrated ability to communicate and report concise and relevant information, including recommendations based on research and analysis, to stakeholders 	<ul style="list-style-type: none"> ▪ Knowledge and understanding of Australian high-performance sport systems. ▪ Understanding of effective budget and resource coordination ▪ Understanding the requirements of high-performance athletes, coaches, and service providers ▪ Understanding of the contemporary issues and challenges within an athlete focused, elite sport environment. ▪ Understanding of the current trends and practices in elite sports coaching

CAPABILITY SUMMARY

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework. Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
 Results	Influence and negotiate	Adept
	Deliver Results	Intermediate
	Plan and prioritise	Intermediate
	Think and Solve Problems	Adept
 Business Enablers	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
 People Management	Project Management	Intermediate
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Intermediate

FOCUS CAPABILITIES

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display resilience & courage	Adept	<ul style="list-style-type: none"> ■ Be flexible, show initiative and respond quickly when situations change. ■ Give frank and honest feedback/advice. ■ Listen when ideas are challenged, seek to understand the nature of the criticism, and respond appropriately. ■ Raise and work through challenging issues and seek alternatives. ■ Remain composed and calm under pressure and in challenging situations
Relationships Communicate effectively	Adept	<ul style="list-style-type: none"> ■ Tailor communication to the audience ■ Clearly explain complex concepts and arguments to individuals and groups ■ Create opportunities for others to be heard, listen attentively, and 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 communication channels to share information, engage and interact with diverse audiences
Relationships Work collaboratively	Adept	<ul style="list-style-type: none"> ■ Encourage a culture of recognising the value of collaboration. ■ Build co-operation and overcome barriers to information sharing and communication across teams/units. ■ Share lessons learned across teams/units. ■ Identify opportunities to collaborate with other teams/units to solve issues and develop better processes and approaches to work.

Group and Capability	Level	Behavioural Indicators
Relationships Influence & negotiate	Adept	<ul style="list-style-type: none"> Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 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 relations with internal and external stakeholders. Anticipate and minimise conflict
Results Think & solve problems	Adept	<ul style="list-style-type: none"> 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/unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness
Results Demonstrate accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions. Ensure that actions of self and others are focused on achieving organisational outcomes. Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources. Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others. Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
People management Manage & develop people	Adept	<ul style="list-style-type: none"> 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