

Role Description

General Manager, Corporate Services



Cluster	DCITHS
Agency	NSW Institute of Sport
Division/Branch/Unit	Corporate Services
Location	Sydney Olympic Park
Classification/Grade/Band	NSWIS Grade 4 Level 3
Role Number	TBC
OSCA Code	121231
PCAT Code	3311492
Date of Approval	10 April 2026
Agency Website	http://www.nswis.com.au

Agency 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.

NSWIS plays an integral part in Australia's High Performance 2032+ Sport Strategy and its vision that "We Win Well to inspire Australians". NSWIS is committed to building an inclusive and sustainable sporting system that is: performance driven, athlete focused, exceptionally led and purposefully collaborative.

Primary purpose of the role

Lead the Corporate and Communication functions for NSWIS, including Executive Services, People & Culture, Operations & Project Services, Media & Communications, Information Technology, and Financial Services. This position is responsible for ensuring robust compliance, risk management and governance frameworks and leading the reporting of organisational performance metrics. This critical position partners closely with the CEO, Executive and Board to strengthen organisational capability and foster relationships with NSW Government, industry, and community stakeholders.

Key accountabilities

- Provide strategic leadership and oversight of organisational planning, driving the development and integration of annual Business Plans, long-term strategies and major organisational initiatives in collaboration with stakeholders.

- Provide high quality, timely advice and insights to the CEO and Board to facilitate informed decisions.
- Build and mature organisational intelligence capabilities to continue to drive a culture where data, evidence, and performance insights guide decision making and informs decision making and the strategic utilisation of resources.
- Develop and monitor corporate policies and provide the necessary leadership to ensure strong operational controls, governance frameworks, and administrative systems.
- Oversee contracts, leases, and agreements with external stakeholders working closely with the NSWIS legal counsel.
- Lead NSWIS communications and engagement with Ministers and government agencies, providing expert advice, and guidance regarding issues management and strategic positioning.
- Facilitate Board reporting and attend Board meetings and if requested by the CEO, lead the organisation during periods of CEO leave.
- Lead financial planning, forecasting, and reporting, audit processes, procurement, and delivery of financial information to the Board, ensuring appropriate controls, accurate reporting, and a high level of compliance.
- Lead revenue generating activities, including grant submissions and commercial partnerships to strengthen financial sustainability and support investment in sport programs.
- Cultivate and maintain relationships with the Minister's Office, and build networks across NSW Government, industry sectors and stakeholder groups to support the achievement of outcomes.
- Oversee the development and operational management of NSWIS facilities, ensuring athletes and staff have access to world leading and safe daily performance environments.
- Champion contemporary, inclusive workplace practices that foster belonging, strengthen organisational culture, support employee wellbeing and enable professional growth.
- Oversee people processes, ensuring robust workforce planning, talent and succession strategies, effective change leadership, and modern, data-informed people systems that support organisational capability and long-term sustainability.
- Oversee Information Technology ensuring secure, reliable and compliant digital infrastructure and lead the implementation of an information management framework that enhances collaboration, data privacy and accessibility and organisational efficiency.

Key challenges

- Overseeing the financial sustainability of NSWIS and its sport programs ensuring management reporting and planned expenditure is completed in a timely fashion.
- Delivering organisational priorities in a complex stakeholder environment (NSW Government and National Sporting Industry) within required timeframes.
- Manage a significant workload, requiring frequent reprioritisation of work and effective and decisive leadership capabilities.
- Ensure the organisation meets all legislative and regulatory requirements whilst providing a culture and workplace that meets the requirements of high-performance athletes.

Key relationships

Internal

Who	Why
CEO	<ul style="list-style-type: none">• Provide professional timely advice on all matters within sphere of influence.• Manage Corporate and Communications outcomes to achieve organisational goals including leading and reporting on major projects• Ensure that government, stakeholder, investor, and industry perspectives are considered in strategic decisions• Build relationships to influence strategic thinking and direction
NSWIS Board	<ul style="list-style-type: none">• Support the governance of the Board and facilitate Board functions
Corporate & Communications Management Team	<ul style="list-style-type: none">• Lead and inspire managers to achieve objectives and support their development.• Lead the Corporate and Communications functions with expertise, advice, and commitment to team
Executive Management Team	<ul style="list-style-type: none">• Build relationships and capacity which helps to maximise the opportunities of being a single strong entity.• Facilitate and collaborate on projects and business as usual to achieve NSWIS objectives and provide exceptional service delivery

External

Who	Why
Government agencies	<ul style="list-style-type: none">• Build excellent working relationships.• Cooperate on joint strategies and initiatives
Sport Partners and System Partners	<ul style="list-style-type: none">• Collaboration ensuring Facilities/Infrastructure/Investment Strategies are beneficial to NSWIS• Ensure appropriate governance within NSWIS sport programs.• Manage contractual arrangements
Sponsors/Commercial Partners	<ul style="list-style-type: none">• Foster collaborative relationships and partnerships• Build the relevance, profile and value of the organisation in an enduring way.• Pursue partnerships and business development opportunities.
Media	<ul style="list-style-type: none">• Spokesperson responsibilities.• Managing NSWIS communication, including critical incidents.

Ministerial

Who	Why
Minister's Office	<ul style="list-style-type: none">• Build excellent working relationships.

Who

Why

- Provide advice and manage correspondence, including Ministerials.

Role dimensions

Decision making

- Autonomy in determining how to achieve outcomes, deciding on methods and approaches, project planning and allocation of resources.
- Day to day team management decisions include prioritising work and ensuring decisions are made within delegated authorities and policy and procedure.
- Refers to CEO those decisions involving significant change to business and administrative systems, changes in the organisational structure of the unit, or which require a higher delegation or approval.

Reporting line

Chief Executive Officer

Direct reports

The role has 6 direct reports

Budget/Expenditure

As defined in NSWIS delegations.

Essential Criteria

- Tertiary qualifications in a management/business area, preferably to Masters level
- Extensive experience in a senior management role with responsibility across Corporate functions
- Willingness to work flexible hours, ability and willingness to travel across NSW and interstate, as required

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
 <p>Personal attributes</p>	<p>Manage self Be persistent, self-reflect and commit to learning</p>	<ul style="list-style-type: none"> • 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 outcome 	Advanced
 <p>Relationships</p>	<p>Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences • Communicate in a highly articulate and influential way • Communicate the facts and explain their implications for your organisation and key stakeholders • Promote your organisation's position with credibility across government, other jurisdictions and external organisations • Anticipate and address key areas of interest for your audience and adapt under pressure 	Highly Advanced
 <p>Relationships</p>	<p>Commit to customer service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Promote an inclusive, customer-focused culture in your organisation and consider new ways of working to improve customer experience • Ensure that your organisation's systems, processes, policies and programs collect customer feedback and insights, and use these to inform your response to customer needs • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage partnerships within your organisation and across the public, private and community sectors • Communicate with senior stakeholders about key issues and provide expert and influential advice • Consider customers' experience when designing business processes and improving services 	Advanced




Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Encourage new ideas and creative ways to involve customers in designing business processes and improving 	
 Results	Deliver results Achieve results by using resources efficiently and committing to quality outcomes	<ul style="list-style-type: none"> Use your professional knowledge and the expertise of others to drive organisational and government objectives Create a culture of achievement, fostering on-time and on-budget quality outcomes for the organisation Identify and remove potential barriers to achieving outcomes Establish systems to ensure all staff can identify direct connections between their work and your organisation's outcomes Identify, recognise and celebrate success Set and communicate high-level priorities for your organisation to achieve government outcomes 	Highly Advanced
 Results	Demonstrate accountability Be proactive and responsible for your actions, and follow legislation, policy, and guidelines	<ul style="list-style-type: none"> Design and develop systems to establish and measure accountabilities Ensure accountabilities are exercised in line with government and organisational goals Exercise due diligence to ensure work health and safety risks are addressed Oversee quality assurance practices Model the highest standards of financial probity, demonstrating respect for public money and other resources Monitor and maintain the business unit's knowledge of and compliance with legislative and regulatory frameworks Incorporate sound risk management principles and strategies into business planning Make strategic and sustainable choices that balance meeting short-term goals with long-term success 	Advanced
 Business enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	<ul style="list-style-type: none"> Ensure your organisation has systems and effective governance processes in place for project management Make decisions to accept projects based on business cases Understand the broader context to inform project directions and mitigate risk Obtain key stakeholders' commitment to major project strategies, including 	Highly Advanced



Capability group/sets	Capability name	Behavioural indicators	Level
		<p>crossorganisational initiatives, and ensure ongoing communication</p> <ul style="list-style-type: none"> • Ensure your organisation manages project risks effectively and has strategies to respond when projects differ from their plans • Lead the changes needed to achieve the business benefits of the project • Ensure project management decisions consider interdependencies between projects, programs and initiatives 	
 People management	<p>Manage and develop people Engage with and motivate staff, and develop their capability and potential</p>	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and succession plan • Coach and mentor staff and encourage professional development and continuous learning • Prioritise dealing with team and individual performance issues and ensure your organisation uses a consistent approach • Implement performance development frameworks to align workforce capability with your organisation's current and future priorities and objectives • Develop systems to promote cultural capability as a means of ensuring the cultural safety of all colleagues 	Advanced
 People management	<p>Inspire direction and purpose Communicate goals, priorities and vision, and recognise achievements</p>	<ul style="list-style-type: none"> • Help others to understand the links between government policy, organisational goals and public value • Present information in an engaging way to build a shared sense of direction, clarify priorities and goals, and inspire and prepare others to achieve them • Work with others to translate strategic direction into operational goals and build a shared understanding of the link between your organisation's goals and core business outcomes • Create opportunities for recognising and celebrating high performance at the individual and team level • Inspire confidence and cultivate an attitude of openness and curiosity when tackling future challenges. 	Advanced

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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	Advanced
	Act with integrity	Be ethical and professional, and uphold and promote the public sector values	Advanced
	Manage self	Be persistent, self-reflect and commit to learning	Advanced
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Highly Advanced
	Commit to customer service	Provide customer-focused services in line with public sector and organisational objectives	Advanced
	Work collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
 Results	Deliver results	Achieve results by using resources efficiently and committing to quality outcomes	Highly Advanced
	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Think and solve problems	Think, analyse and consider the broader context to develop practical solutions	Advanced

Capability group/sets	Capability name	Description	Level
	Demonstrate accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Advanced
 Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Advanced
	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Adept
	Procurement and contract management	Understand and use procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Highly Advanced
 People management	Manage and develop people	Engage with and motivate staff, and develop their capability and potential	Advanced
	Inspire direction and purpose	Communicate goals, priorities and vision, and recognise achievements	Advanced
	Optimise business outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage reform and change	Support and champion change, and help others to engage with change	Advanced