

Role Description

Manager, High Performance



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	NSW Institute of Sport
Division	High Performance
Classification/Grade	NSWIS Grade 4, Level 2
Senior executive work level standards	Not applicable
Location	Sydney Olympic Park
OSCA Code	161399
PCAT Code	3339291
Date of Approval	22 September 2026
Agency Website	NSW Institute of Sport (NSWIS)

Agency overview

The NSW Institute of Sport [NSWIS] is a high performance sporting organisation that supports exceptional athletes and inspires NSW communities. 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 leading daily training environments. Our experts work in collaboration with national sporting system partners to 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 – Win Well. We are committed to building an inclusive and sustainable sporting system that is athlete focused, exceptionally led and purposefully collaborative.

We ensure athlete safeguarding is prioritised and that the integrity of sport is embedded in our organisation.

Primary purpose of the role

The Manager, High Performance (HPM) provides strategic and operational leadership to high performance programs, driving performance outcomes through strong collaboration with sporting partners and key stakeholders. The role leads the development and delivery of sport partnership agreements and programs that set ambitious performance goals within safe, supportive and high performing environments. The HPM is responsible for working with coaches to support aligned and effective performance teams that accelerate athlete development and maximise competitive success.

As a member of the High Performance Senior Leadership Team, the HPM champions the philosophy of *Winning Well*, ensuring the pursuit of excellence is underpinned by integrity, wellbeing and people centred leadership, creating the conditions for NSWIS athletes to perform and thrive.

With leadership responsibility for key sport partnerships, the HPM helps shape the pathways, partnerships and performance environments that drive NSWIS's sustained success. Central to the role is building an inclusive, high performing culture that enables athletes, coaches and staff to realise their potential.

Working closely with the High-Performance Management team, the HPM contributes to an environment that accelerates performance, strengthens capability and fosters a culture where athletes, coaches and staff can thrive, perform and belong.

Key accountabilities

- Lead and manage several sport programs that are performance focused, aligned nationally and meet high standards of quality and safety. Determine the most appropriate servicing for each sport program (in collaboration with the NSWIS High Performance Senior Leadership Team).
- Develop and manage Sport Partnership Agreements and MoUs with national and state sport organisations which enable outcomes to be achieved.
- Manage budgets for allocated sports with coaches and program partners driving efficient and purposeful use of resources.
- Ensure Performance Teams are coach led, aligned, robust and dynamic, working within structured processes to deliver coordinated services which drive athlete performance.
- Develop the annual objectives for the Performance Team, chair regular sport program meetings and drive effective service plans, athlete individual performance plans and the utilisation of athlete management systems (e.g. AMS, Performance Team dashboards).
- Monitor and evaluate performance of sport programs against success measures and performance outcomes with sport program partners through the provision of timely and accurate reporting of key performance metrics as required for presentation to executive and board members.
- Work closely with the NSWIS High-Performance Management team so that sport programs benefit from the wide range of support available (e.g. Data Science, Proactive Clinical services, Sport Science, Athlete Wellbeing and Engagement, Applied Research, People/Coach Development, and Corporate Services).
- Formally meet with staff biannually to review Performance Development Plans and commit to delivering on the agreed professional development plan for your team.

Key challenges

- Lead and manage allocated sport programs with interdisciplinary Performance Teams that are performance focused, aligned nationally and locally and meet high standards of quality and safety.
- Ensure sport programs and individual athlete scholarship holders receive world class coaching and athlete support services and have access to the best possible daily performance environments.
- Develop effective relationships, plans and partnership/service level agreements with key stakeholders (National and State sport organisations, National Institute Network, PA, AOC, CGA, NSW Office of Sport, Sydney Olympic Park Authority, training venues, Universities etc.) to maximise sport program outcomes and athlete performances.

Key relationships

Internal

Who	Why
Director, High Performance	• To ensure performance is aligned for success
Head of Para Unit	• To collaborate in the planning, management, and leadership process to support, enable and impact performance together
NSWIS Athletes & Coaches	• To support individual athlete performance planning and implementation

Who	Why
Chief Executive Officer	To ensure alignment with organisational strategy
General Manager, Corporate Services	- To ensure the effective deployment of corporate services and investment in sport programs - To ensure effective governance, planning, metrics and reporting in sport programs - To ensure timely completion of the Sport Inclusion project, Corporate and Business plans - To ensure major facility projects are fit for purpose, sustainable and completed on time. - To ensure ministerial communications are completed correctly and on time
NSWIS High Performance Senior Leadership Team	- To ensure performance support services are allocated effectively and appropriately to sport programs. - To ensure performance support staff are able to develop technically and professionally

External

Who	Why
National and State sport partners	To align performance for success
National Institute Network	To enhance collaboration within the National system

Role dimensions

Decision making

This role has some level of autonomy and refers to the line manager for decisions that require significant change to program outcomes or timeframes or are likely to escalate.

The role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables, and outcomes.

Reporting line

This role accounts and reports to the Director, High Performance

Direct reports

Coaches
Assistant Coaches

Budget/Expenditure

Budget \$3-4 million
Authority and approval level \$20,000

Key knowledge and experience

- At least 7 years' experience of elite coaching, developing elite athletes and coaches, including leading, devising, and implementing successful programs in a sport or Institute program;

demonstrating a proven knowledge of the demands, pressure, and the needs of elite athletes and coaches.

- Success in managing staff and developing and maintaining successful relationships with key stakeholders.
- Success with building a high-performance culture and the management of multi-disciplinary high-performance teams.
- Allocation and management of financial resources to support sport and athlete performance outcomes
- Managing projects with demonstrated success
- Staff management, including developing dynamic and driven team and employee performance and development.
- Excellent meeting facilitation skills
- Extensive knowledge and understanding of the key components / levers for successful high-performance sports programs and coaching
- A highly developed understanding of the following athlete support areas: coaching, sports science, sports medicine, sports technology/data science, athlete wellbeing and engagement
- In addition, a demonstrated ability to embrace, assess and apply innovative practices (e.g. new technology) as they become available
- Experience working within and leading in a national sporting environment

Essential requirements

- Relevant degree/coaching qualifications
- Thorough understanding of the requirements of elite sport performance planning, coaching principles, elite and pre-elite athletes and coaches
- Significant experience in high performance sport management/leadership and coaching.
- Strategic planning and systems management, including implementing high performance sport program management systems that track progress against success measures and explore innovation and opportunity.
- Integrated management of and accountability for high performance sport outcomes
- Sport Integrity Australia (SIA) Anti-doping Fundamentals
- SIA Anti-doping Annual Update
- SIA (PBTR) Child Protection and Safeguarding
- Valid Driver's License

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	- Model the highest standards of ethical and professional behaviour and encourage others to do the same - Set an example for others to follow by representing your organisation in an honest, ethical and professional way - Promote a culture of integrity and professionalism within your organisation and when dealing with external organisations - Reinforce and monitor the use of ethical practices, standards and systems - Promote practices and systems that create a workplace culture that values high ethical standards and behaviour	Advanced
 Relationships	Work Collaboratively Collaborate with others and value their contribution	- Recognise when effective collaboration between teams leads to achieving outcomes - Communicate with others in your organisation and across government to improve information sharing and collaboration - Facilitate opportunities to collaborate with stakeholders to develop solutions together - Network widely across government and other organisations to increase opportunities to collaborate - Encourage others to use appropriate ways and tools to collaborate, including digital technology - Encourage diverse cultural perspectives in developing strong team relationships	Advanced
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	- Influence others with a fair and thoughtful approach and present persuasive counter arguments - Work towards mutually beneficial, win-win outcomes - Show sensitivity and understanding when resolving serious and complex conflicts and differences - Identify key stakeholders and gain their support in advance - Negotiate from a clear position, based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise - Anticipate and minimise conflict within your organisation and with external stakeholders	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		Use evidence, including data insights, to create persuasive stories	
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Seek and apply the expertise of key individuals to achieve business outcomes - Lead a culture of achievement and acknowledge others' input - Determine how outcomes will be measured and guide others on evaluation methods - Investigate and create opportunities to enhance the achievement of business objectives - Make sure others understand the need for on-time and on-budget results and how success is defined - Control business unit output to ensure government outcomes are achieved within budget and on time - Progress organisational priorities and ensure resources are acquired and used effectively	Advanced
 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
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	- Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships - Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience - Think creatively to come up with new ideas to resolve issues and improve customer experience - Seek input and ideas from people with different backgrounds and experiences	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness - Identify and share business process improvements to enhance effectiveness - Analyse data and information to identify insights and communicate findings in a clear and meaningful way	
 People Management	Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	- 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
 People Management	Manage Reform and Change Support and champion change, and help others to engage with change	- Support teams to develop new ways to work and generate new ideas for dealing with challenges - Actively promote change processes to staff and participate in communicating change initiatives across various levels within your organisation - Provide guidance, coaching and direction to others who are managing uncertainty and change - Encourage staff to participate in change processes and provide guidance, coaching and support - Identify workplace cultural barriers to change and implement strategies to manage these barriers - Involve employees in decisions that will affect them	Adept

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	Adept
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Adept
 Personal Attributes	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	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Adept

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Adept
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Adept
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Adept
 People Management	Manage and Develop People	Engage with and motivate staff, and develop their capability and potential	Adept
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept