

Role Description

Senior High Performance Manager



Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	NSW Institute of Sport
Division	High Performance
Classification/Grade	NSWIS Grade 4, Level 3
Senior executive work level standards	Not applicable
Location	Sydney Olympic Park
OSCA Code	161399
PCAT Code	3339192
Date of Approval	21 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 Senior High Performance Manager (SHPM) 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 SHPM 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 SHPM 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 talent development, the NSWIS Para Unit, and key sport partnerships, the SHPM 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.

Key accountabilities

- Lead and manage several sport partnerships that are athlete performance focused, aligned nationally and meet high standards of quality and safety. Determine the most appropriate servicing for each sport (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).
- Lead and foster a high performance team culture which is professional, respectful, supportive and allows for challenge.
- Contribute to the development and implementation of NSWIS approaches to identifying, developing and supporting emerging talent, working with sport and system partners to align activity with sport partnership priorities and long-term performance outcomes.
- Alongside the Director, High Performance, oversee the monitoring and evaluation of the Para Unit against agreed success measures, and contribute to building a sustainable long-term model to support potential Paralympic athletes.
- Support the Head of the Para Unit to shape and nurture a high performing team of coaches, performance support staff and administrators to deliver the Unit's horizon based strategy.
- Support the Director, High Performance regarding i) Corporate and annual business reporting (e.g. Board Reports, Annual Report, Ministerial communications) and ii) with ensuring that policies and procedures relating to governance, sports partnerships/agreements and resource allocation principles are implemented and functioning effectively across the high performance management team and NSWIS sport programs.
- Drive systems to identify long term and annual program/athlete key performance indicators and targets for NSWIS sports across Podium Performance, Pathway Performance and Campaign Performance. Monitor and evaluate performance of sport programs against success measures and performance outcomes with sport program partners.
- Formally meet with staff biannually to review PDP's and commit to delivering on the agreed professional development plan for your reports.

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.
- Utilise research into high performance, analyse performance evidence, sport trends and innovations to ensure program design and delivery is agile and responsive, allowing flexibility within a four-year performance cycle as well as from one cycle to the next to support athlete, coach, and sports' high-performance gaps/needs.
- 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
NSWIS High Performance Managers	To collaborate in the planning, management, and leadership process to support, enable and impact performance together
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
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
Section Lead, Sport Programs	To collaborate in the planning, management, and leadership process to support, enable and impact performance together

External

Who	Why
National Sporting Organisations (NSO)	To align with NSWIS and national performance priorities
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
Head of Para Unit
Section Lead, Sport Programs

Budget/Expenditure

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

Key knowledge and experience

- At least 10 years' experience 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 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 & athlete performance outcomes.
- Managing projects with demonstrated success.
- Integrated management of and accountability for high performance sport outcomes
- Excellent meeting facilitation skills
- Extensive knowledge and understanding of the key components / levers for successful high-performance sports programs.
- Extensive knowledge and understanding of effective sport program performance monitoring systems.
- Thorough understanding of the requirements of high-performance athletes and coaches
- In addition, a demonstrated ability to embrace, assess and apply innovative practices (e.g. new technology) as they become available is also required.

Essential requirements

- Relevant degree qualifications
- Extensive experience in high performance sport management/leadership
- Strategic planning and systems management, including implementing high performance sport program management systems that track progress against success measures and explore innovation and opportunity.
- A highly developed understanding of the following athlete support areas: coaching, sports science, sports medicine, sports technology/data science, athlete wellbeing and engagement.
- Staff management, including developing dynamic and driven team and employee performance and development.
- Sport Integrity Australia (SIA) Anti-doping Fundamentals
- SIA Anti-doping Annual Update
- Valid Driver's License
- Current Working with Children check

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	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	- Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation - Clearly explain complex ideas and arguments to individuals and groups - Create opportunities for others to contribute - Share information with other teams and business units to enable informed decision-making - Write clearly and concisely in a range of styles and formats - Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Work Collaboratively Collaborate with others and value their contribution	Pay attention and encourage others to express their views	Advanced
		- 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	
 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 - Use evidence, including data insights, to create persuasive stories	Advanced
 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	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		- 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	
 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	- Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues - Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others - Consider the wider business context when thinking about options to resolve issues - Explore a range of possibilities and creative alternatives to improve systems, processes and business practices - Put systems and processes in place that are supported by high-quality research and analysis - Look for opportunities to design innovative solutions to meet customers' needs and service demands - Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	Manage and Develop People Engage with and motivate staff, and develop their capability and potential	- Refine roles and responsibilities over time to achieve better business outcomes - Recognise talent, develop team capability and succession plan	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
People Management		- 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	
 People Management	Manage Reform and Change Support and champion change, and help others to engage with change	- Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty - Help others to address emerging challenges and risks and build support for change initiatives - Translate change initiatives into practical strategies and explain these to staff, including their role in implementing them - Implement structured change management processes to identify and develop responses to workplace cultural barriers - Create an environment where people are encouraged to share different views	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	Adept

Capability group/sets	Capability name	Description	Level
 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	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
 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

Capability group/sets	Capability name	Description	Level
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept