Role Description

Director, Performance Support

Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	NSW Institute of Sport
Division	Performance Support
Classification/Grade	PSSE Band 1
Senior executive work level standards	Work Contribution Stream: Service/Operational Delivery
Location	Sydney Olympic Park
OSCA Code	269999
PCAT Code	3339192
Date of Approval	17 August 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 Director, Performance Support leads the strategic and operational delivery of NSWIS's integrated performance support system, ensuring world leading services that enable athletes to achieve podium success.

Reporting directly to the CEO, the Director, Performance Support oversees multidisciplinary teams across Performance Health, Strength & Conditioning, Movement Science, Performance Psychology, Nutrition, Athlete Wellbeing and Engagement, Biomechanics and Physiology, while maintaining a collaborative relationship with the Chief Medical Officer.

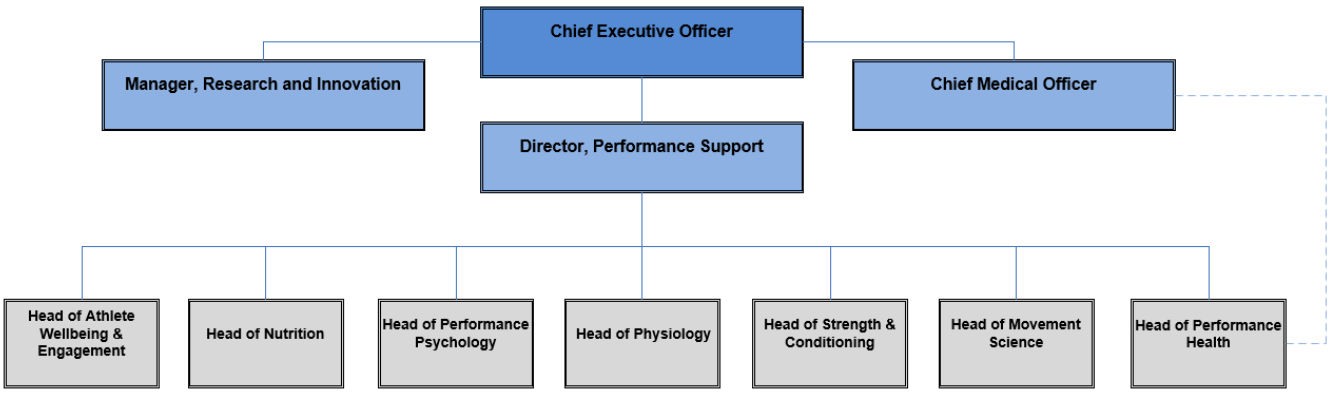
This role drives innovation, evidence-based practice, and system alignment. It requires visionary leadership, deep technical understanding across sport science and medicine, and the ability to translate complex performance insights into actionable strategies that enhance athlete outcomes.

The Director, Performance Support partners with the Director, High Performance to integrate performance strategy and support services, fostering operational excellence and collective pursuit of NSWIS's vision.

Key accountabilities

- Lead, manage and drive the implementation of a highly effective, collaborative, and co-ordinated Performance Support strategy, team, and service delivery model to support sports to optimise the performances of NSWIS athletes. This team is a multi-disciplinary team of experts, dispersed across NSW who work together in an integrated manner to prepare athletes for international success.
- Partner with the CMO to develop and deliver systems and processes that ensure medical governance and ethical practice is maintained and strengthened across the NSWIS operating environment. Promote a proactive model of care, leading health practitioners to develop sport-specific injury and illness prevention strategies.
- Support the development of head of department / discipline leads to develop expert performance teams.
- In partnership with sports, and the Director, High Performance embed performance support systems and processes that enable and enhance the delivery of WITTW informed performance planning.
- Drive performance support solutions that directly contribute to medal success and sustained athlete development, ensuring services are evidence-based and outcome-focused.
- Lead cross-sport, cross functional and thematic dissemination of good practice to ensure knowledge, learnings and solutions can be rapidly shared and leveraged.
- Work closely with the Director, High Performance to enable coaches to effectively engage with applied science, health, medicine, and data to optimise the performance progression of athletes/teams.
- Support the Director, High Performance with the development and implementation of Sport Partnership Agreements with national and state sport organisations which are aligned with NSWIS investment principles and enable outcomes to be achieved.
- Responsible for the NSWIS Performance Support budget, drive the effective and efficient use of resources across disciplines.
- Cultivate a high performance team culture that is professional, respectful, and supportive, while encouraging constructive challenge and a shared commitment to support NSW athletes to perform and thrive.
- Utilise research findings, analyse performance evidence, sport trends and innovations to ensure NSWIS performance support services are contemporary and evidence based.
- Support the General Manager, Corporate Services with Ministerial communications and Board engagement that relate to Performance Support including Board papers and briefing documents.
- Monitor and evaluate service effectiveness through robust KPIs and reporting.
- Review staff performance, support capability development and commit to delivering on the agreed professional development plan for your team.
- Represent NSWIS on national system working groups and projects.

Below are the line management responsibilities and accountabilities of the Director, Performance Support.



Key challenges

- Collaborate effectively with the Chief Medical Officer and Director, High Performance to ensure NSWIS delivers on agreed KPIs and is a performance partner of choice for National Sporting Organisations.
  - Drive effective multidisciplinary performance teams that support exceptional athletes to perform and thrive, are aligned nationally, and prioritise the health and safety of our athletes, coaches and staff.
- Develop world leading performance support services in a challenging economic environment through a clear vision, prioritised resources and inspiring our team to dream boldly.
- Attract, develop, and retain high-performing staff, while ensuring the team has the depth and capability to deliver integrated support across all programs.

Key relationships

Internal

Who	Why
NSWIS Performance Support Staff	• To align performance for success and enable individual excellence • To supervise, mentor, coach and develop
Chief Executive Officer	• To ensure alignment with organisational strategy
Chief Medical Officer	• To collaborate in the planning, management and leadership process to support, enable and impact performance together.
Director, High Performance	• To collaborate in the planning, management and leadership process to support, enable and impact performance together.
NSWIS Executive	• To collaborate in the planning, management and leadership process to support, enable and impact performance together.
NSWIS staff & managers	• To work collaboratively to support, enable and impact performance together

External

Who	Why
National and State Sport Organisations	• To align with NSWIS and national performance priorities
National Institute Network	• To enhance collaboration within the National system
AIS/ASC/PA/CGA/AOC	• To support the achievement of system and sport outcomes
NSW Public Sector	• To deliver NSW Government Priorities

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

This role has 7 direct reports

Budget/Expenditure

Authority and approval level as defined in the NSWIS delegations
Budget/Expenditure - Approximately $5.0 million

Key knowledge and experience

- Demonstrated transformational leadership and management qualities, behaviours, and role modelling.
- Extensive experience in a senior management role with responsibility across sport science, sport management/leadership or multidisciplinary performance support teams. Clinical experience is desirable but not compulsory.
- Demonstrated exceptional interpersonal communication skills and emotional intelligence, with an ability to provide considered and supportive feedback, advice and guidance.
- Willingness to work flexible hours, ability to travel interstate, as required.
- Experience in allocating and managing financial resources to support sport and athlete performance outcomes.
- Extensive knowledge and understanding of effective performance teams and how manage group dynamics by implementing systems and processes to enhance collaboration and innovative solutions to performance challenges.

Essential requirements

- Extensive leadership and management experience within world-leading sports programs and/or Institutes as a leader or practitioner (either Olympic, Paralympic, Professional, or similar Performance Environment).
- Extensive leadership experience in shaping the technical and cultural elements of Performance Support teams to optimise potential of elite athletes and coaches.
- Knowledge and experience in developing individualised athlete plans and effective coordination of multidisciplinary teams aligned to athletes WITTW plans.
- Experience in managing disperse teams and working in a highly collaborative manner.
- Experience in robustly benchmarking the effectiveness of performance support teams' impact to elite athletes and coaches.
- Current Working with Children check.
- Current First Aid and Resuscitation certificate.
- Post-graduate level qualifications in Allied Health or Sport Science (desirable).

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

Capability group/sets	Capability name	Behavioural indicators	Level
 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 • 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	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		• Evaluate outcomes and adjust plans accordingly	
 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
 People Management	**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 • 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	**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	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		• 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	

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
	**Communicate Effectively**	Communicate clearly, pay attention to others and respond with understanding and respect	Adept

Capability group/sets	Capability name	Description	Level
Relationships			
 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
 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

Capability group/sets	Capability name	Description	Level
 People Management	**Optimise Business Outcomes**	Manage people and resources effectively to achieve public value	Adept