Role Description

Advisor, People and Development

Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	NSW Institute of Sport
Division	Corporate Services
Classification/Grade	NSWIS Grade 3, Level 1
Location	Sydney Olympic Park
OSCA Code	223111
PCAT Code	1224292
Date of Approval	7 October 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 Advisor, People and Development provides advisory, project and operational support across a broad range of People and Development functions to support organisational objectives and workforce outcomes.

The role partners with Head of People & Development and employees to deliver high-quality people services across the employee lifecycle, including workforce planning, recruitment, onboarding, workforce reporting, policy implementation and employee support.

The role contributes to continuous improvement initiatives, maintains compliance with legislative and industrial requirements, and supports the delivery of a high-performing and engaged workforce.

Key accountabilities

- Provide advice and support to managers and employees on People and Development policies, procedures and workforce matters, escalating complex matters where required.
- Coordinate end-to-end recruitment and onboarding activities, ensuring recruitment processes are delivered efficiently and in accordance with relevant legislation, policies and organisational requirements.
- Act as a key point of contact for People and Development enquiries, responding to requests professionally and providing accurate and timely advice and information.
- Support workforce planning, reporting and people analytics activities, including the preparation of workforce profile reports, establishment management reporting and other workforce insights that inform organisational decision-making.
- Prepare and maintain employment-related documentation and records, ensuring data integrity, confidentiality and compliance with legislative, industrial and organisational requirements.
- Support the review, development and implementation of People and Development policies, procedures and resources, identifying opportunities for continuous improvement and best practice.
- Provide project and administrative support for People and Development initiatives, including monitoring progress, coordinating activities, engaging stakeholders and supporting successful project delivery.
- Develop and maintain productive working relationships with internal and external stakeholders to support the delivery of effective people solutions and a positive employee experience.
- Contribute to the delivery of workforce compliance activities, including employment screening, training compliance, establishment management, workforce planning and reporting obligations.
- Promote a high-performance, customer-focused and solutions-oriented People and Development service model that supports NSWIS's strategic priorities and organisational culture.

Key challenges

- Delivering a broad range of People and Development services in a dynamic high-performance sporting environment with competing priorities and tight timeframes.
- Interpreting and applying policies, enterprise agreement provisions and legislative requirements to support consistent and compliant workforce practices.
- Building trusted relationships with stakeholders while balancing organisational requirements, employee needs and operational priorities.
- Supporting continuous improvement initiatives while maintaining high-quality operational service delivery across the employee lifecycle.

Key relationships

Internal

Who	Why
Head of People and Development	• Receive direction, advice, and support in the array of services provided. • Keep informed, advise, and provide regular updates on operational delivery and priorities. • Provide recommendations and inform through reporting any sensitive and emerging issues.
Managers/supervisors	• Support with timely and efficient servicing.
Staff	• Provide advice, support, and services in People and Development.

External

Who	Why
External stakeholders	• Respond to queries, communicate services and redirect, escalate, or resolve issues.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. Refers to the Head of People & Development 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

Head of People and Development.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience providing project and administrative support for projects.
- Knowledge of relevant legislation.
- Demonstrated understanding and experience of human resources/personnel principles, interpretation of industrial awards and relevant legislative requirements.
- Excellent organisation and the ability to prioritise workload with the capability to exercise autonomy and initiative to ensure quality outcomes and within key performance areas.
- Demonstrated initiative, accuracy, attention to detail and problem-solving ability.
- Demonstrated customer services skills with a focused and responsive approach to managing enquiries. Ability to building and maintain relationships with key stakeholders.

- Demonstrated excellent interpersonal, written and verbal communication skills with the capacity to influence behaviour.
- Knowledge of Human Resource legislation, preferably GSEA, 2013, GSE Regs and Rules, 2014, Agreements, Awards, Policies and Procedures.
- Understanding of human resources and its practical application.
- Demonstrated experience in the use of Microsoft Office including Word, Excel, Outlook, Power Point, Human Resources Information Systems and electronic recruitment and filing systems.

Essential requirements

- Tertiary qualifications in relevant discipline and / or relevant experience.
- Accredited in Role Evaluation methodology Mercer CED or willingness to undertake accreditation.
- Understanding of human resources and its practical application.
- Sport Integrity Australia (SIA) Anti-doping fundamentals.
- SIA Anti-doping Annual Update.
- Valid driver's licence.
- Working with Children Check.
- Sport Integrity Australia (PBTR) Child Protection and Safeguarding.

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**	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate

 Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Allow others time and space to communicate • Pay attention and ask questions to check your understanding • Explain things clearly and use inclusive language • Write in a way that is logical and easy to follow • Use various communication channels to obtain and share information • Connect people to resources and services that accommodate their needs	Intermediate
 Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations	Intermediate
 Results	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Seek clarification when unsure of work tasks • Complete your work tasks under supervision and within set budgets, timeframes and standards • Take the initiative to progress your own work • Identify resources you need to effectively complete assigned work	Intermediate
 Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Ask questions to explore and understand issues and problems • Find and check the information you need to complete your tasks • Identify issues that may stop you from completing your tasks and raise them with your supervisor • Report complex issues to your supervisor as soon as they are identified • Share ideas about ways to improve work tasks and solve problems • Consider customers' needs when contributing to solutions and improvements	Intermediate
 Business Enablers	**Project Management** Understand and use effective ways to plan, coordinate and control projects	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes, and future improvements • Identify and escalate possible	Intermediate

		variances from project plans	

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	Foundational
 Personal Attributes	**Value Diversity and Inclusion**	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 Personal Attributes	**Act with Integrity**	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Relationships	**Commit to Customer Service**	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	**Work Collaboratively**	Collaborate with others and value their contribution	Foundational

 Relationships	**Influence and Negotiate**	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	**Plan and Prioritise**	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	**Demonstrate Accountability**	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational
 Business Enablers	**Finance**	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	**Technology**	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	**Procurement and Contract Management**	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational