

ADMINISTRATOR, WINTER SPORTS

Unit	High Performance	Area	High Performance
Department/ Agency	The NSW Institute of Sport	Classification	NSWIS Grade 1, Level 5
ANZSCO code	599999	PCAT code	1119172
Reports to	Manager, Winter Sports	Date of approval	17 January 2025

ORGANISATIONAL 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.

ROLE PURPOSE

The Administrator is responsible for the provision of administration and operations support of the NSWIS Winter Sports program that are based out of the National Snowsport Training Centre, Jindabyne. This role reports to and works with the Manager, Winter Sports program, to facilitate the effective delivery and daily operations of the program. It will build and maintain collaborative relationships with key winter sport program partners (e.g., Snow Australia, Olympic Winter Institute of Australia, Perisher and Thredbo resorts, National Snowsport Training Centre staff). This role is also responsible for ensuring that winter sports programs’ athletes, coaches and staff achieve a high standard of compliance with all essential NSWIS policies and procedures.

KEY PERFORMANCE AREAS

- Provide quality coordination, operational and administrative support for the effective delivery of the NSWIS winter sports program in line with NSWIS policy, procedures, and philosophy.
- Build and maintain collaborative relationships with key winter sport program partners using a coach-led and athlete-focused approach.
- Coordinate the annual winter sports athlete induction day as well as facilitating the athlete onboarding process of which includes medical screening, well-being and engagement, Sport Integrity Australia antidoping and compliance required for all NSWIS winter sports scholarship recipients.
- Provide general administrative support including the coordination of day-to-day logistics, operations that may include facilitating access to the NSTC; booking of on-site accommodation; order and supply of uniform; the timely provision of names for lifting, training and hill space needs for the respective resort partners; overseeing the program budget expenditure; and facilitating support for athletes, coaches, and performance teams (daily performance environment, Northern Hemisphere competitions, and training camps etc).
- Support the Manager, and Head Coach/ Coaches to coordinate and collate required information for the effective delivery of performance teams and the provision of accurate and timely information for presentation at Performance Planning Management Group (PPMG) meetings.

KEY CHALLENGES

- Establish mutually beneficial relationships with athletes and coaches and work cooperatively with others to accomplish team goals.
- Adapt to change, managing stress and persistently work towards goals despite distractions or obstacles.
- Work collaboratively within a restricted resource environment, with multiple stakeholders and varying agendas and timelines.
- Navigate a complex high performance environment that includes cross discipline delivery of performance teams requiring close liaison with discipline expertise.

KEY RELATIONSHIPS

Who	Why
Manager, Winter Sports	To ensure key deliverables are aligned to strategic direction and performance measures for the winter sports program.
NSWIS staff	To work collaboratively across all departments to support, enable and impact performance.
Coaches & Performance Team	To support an integrated performance approach and collaboratively prepare world's best athletes.
NSWIS athletes	To support individual athlete performance planning and implementation.

ROLE DIMENSIONS

Budget	Nil
Authority / approval level	Nil
Direct reports	Nil

KEY EXPERIENCE AND KNOWLEDGE

Experience	Knowledge
<ul style="list-style-type: none"> ▪ Demonstrated experience in providing administrative support for the effective and timely delivery of programs and/or projects. ▪ Demonstrated experience in influencing athletes and coaches for mutual benefit. ▪ Demonstrated ability to communicate and report concise and relevant information, including recommendations based on research and analysis, to stakeholders. ▪ Experience in working across sport/ athlete campaigns and disciplines with successful outcomes 	<ul style="list-style-type: none"> ▪ Knowledge and understanding of Australian high performance sport systems. ▪ Understanding of effective budget and resource coordination. ▪ Understanding the requirements of high performance athletes, coaches, and service providers. ▪ Understanding of the contemporary issues and challenges within an athlete focused, elite sport environment. ▪ Understanding of current trends and practices in snow resort operations.

Essential	Desirable
<ul style="list-style-type: none"> ▪ Relevant tertiary qualification. ▪ Demonstrated workplace vocational experience in a related field. ▪ Sport Integrity Australia (SIA) Anti-doping Fundamentals ▪ SIA Anti-doping Annual Update ▪ Valid Driver’s License ▪ Current Working with Children Check (WWCC) ▪ First Aid and CPR Certificate 	<ul style="list-style-type: none"> ▪ Experience in High Performance sport. administration and/or project management. ▪ Intermediate/advanced knowledge of MS Office programs including Teams. ▪ Experience with athlete management systems. ▪ SIA (PBTR) Child Protection and Safeguarding

CAPABILITY SUMMARY

The [NSW Public Sector Capability Framework](#) is a foundational tool that supports the public sector to attract, recruit, develop and retain a responsive and capable workforce. Below are the capabilities and level required to successfully perform this role. The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours expected at that level. Focus capabilities are aligned with the role's key performance areas.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical, and professional way. Support a culture of integrity and professionalism. Understand and help others to recognise their obligations to comply with legislation, policies, guidelines, and codes of conduct. Recognise and report misconduct and illegal and inappropriate behavior. Report and manage apparent conflicts of interest and encourage others to do so
Relationships Commit to customer service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services. Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise. Connect and collaborate with relevant customers within the community
Relationships Work collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration. Build cooperation and overcome barriers to information sharing and communication across teams and units.

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> ▪ Share lessons learned across teams and units. ▪ Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work ▪ Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Results Plan & prioritise	Intermediate	<ul style="list-style-type: none"> ▪ Understand the team and unit objectives and align operational activities accordingly. ▪ Initiate and develop team goals and plans, and use feedback to inform future planning. ▪ Respond proactively to changing circumstances and adjust plans and schedules when necessary. ▪ Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals ▪ Accommodate and respond with initiative to changing priorities and operating environments
Results Think & solve problems	Adept	<ul style="list-style-type: none"> ▪ Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. ▪ Anticipate, identify, and address issues and potential problems that may have an impact on organisational objectives and the user experience ▪ Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience ▪ Seek contributions and ideas from people with diverse backgrounds and experience ▪ Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness ▪ Identify and share business process improvements to enhance effectiveness