

Role Description

Manager, Privacy and Information



Cluster	Premier's Department
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Enabling Services Group / Legal and Compliance
Role number	5038337
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	139999
PCAT Code	1221213
Date of Approval	July 2026
Agency Website	https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (RA) is an executive agency of the Premier's Department. The RA will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the RA will complete critical planning and preparation with communities, NGOs, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

Primary purpose of the role

The Manager, Privacy and Information leads the RA's privacy, information access and records governance functions, ensuring compliance with relevant NSW privacy, information management and access to information legislation. The role provides expert strategic and operational guidance to support transparent, accurate and timely responses to privacy matters, including oversight of data breach management and coordination of agency contributions to independent reviews. The position strengthens organisational capability in responsible information handling, supports risk management across Legal & Risk, and promotes a culture of privacy, integrity and accountability.

Key accountabilities

- Lead and embed a best practice privacy and information governance function, integrating privacy management, information access (including under the Government Information (Public Access) Act 2009 (GIPA)), records governance and data breach management into business-as-usual activities.
- Ensure organisational compliance with relevant NSW privacy, information access and records management legislation, policies and standards by developing, reviewing and continuously improving privacy and information governance frameworks.
- Provide expert advice on privacy, GIPA and records matters to internal stakeholders, and support Legal & Compliance in managing information-related obligations and emerging risks.

- Oversee the agency's privacy incident and data breach processes, ensuring timely assessment, escalation, documentation and response, and coordinating contributions to independent reviews and oversight bodies.
- Identify and escalate emerging privacy, information governance and access-to-information risks, implementing mitigation strategies that support operational integrity and protect personal and sensitive information.
- Manage and coordinate responses to GIPA applications and related reviews, ensuring decisions are accurate, timely, consistent and compliant with legislative requirements.
- Strengthen records and information management practices, ensuring appropriate systems, controls, policies and procedures are in place to support effective information lifecycle management.
- Prepare and coordinate high-quality reports, advice, briefs and correspondence relating to privacy, GIPA and information governance to support senior decision-making and respond to Agency, Government and oversight body information needs (including audits).

Key challenges

- Navigating complex interdependencies and competing priorities to ensure privacy, information governance and operational requirements are met while supporting broader organisational and strategic objectives.
- Managing uncertainty and emerging risks in a dynamic and high-pressure environment, while providing sound, impartial and evidence-based advice to senior decision-makers.
- Raising awareness and motivating stakeholders to consider information protection up front and throughout their day-to-day activities and project-based initiatives and influencing stakeholders to change practices to support effective and sustainable information protection practices and controls.

Key relationships

Who	Why
Internal	
Executive Director, Legal and Compliance	• Receive advice and report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decisive decision making and identify emerging issues/risks and their implications and propose solutions.
Director Reports	• Inspire, guide, support, motivate, coach, mentor, develop and manage performance • Review work and proposals to ensure integrity and accountability of decision making • Provide own perspective and share information • Demonstrate the importance of and work collaboratively with to achieve outcomes
Divisional staff	• Champion best practice strategies, programs and outcomes by developing and maintaining effective working relationships and open channels of communication. • Facilitate the exchange of ideas and information to foster a culture of continuous improvement, achievement and resilience.

Who	Why
	Influence outcomes through collaboration when there are conflicting interests and opinions.
External	
Government and public sector	- Ensure that RA's strategic service delivery outcomes are advanced by maintaining effective, collaborative relationships and partnerships with other NSW Government stakeholders - Share information and learnings to continuously improve public sector performance - Liaise and keep informed of Government central decisions and seek information to incorporate into Agency operations
Non-government, business and industry and community sectors	Foster effective, collaborative relationships and partnerships with other stakeholders to facilitate the exchange of information and to maintain positive relationships
Vendors/Service Providers	- Engage service delivery in accordance with contractual arrangements - Consult, give and obtain information, negotiate required outcomes and timeframes and develop and maintain ongoing working relationships and networks.

Role dimensions

Decision making

The role makes decisions regarding the review, design and implementation of improved privacy, information governance, GIPA and records management frameworks, methodologies, tools and processes for the RA, in consultation with the Chief Operating Officer and relevant Legal & Risk leaders.

This role:

- is responsible for managing the operations, planning and delivery of the privacy and information governance work program, ensuring commitments, statutory obligations and organisational priorities are met.
- has considerable autonomy and independence to set day-to-day work priorities, allocate resources, and determine the approach to emerging privacy, GIPA and information management matters.
- is expected to exercise strong independent judgement and is fully accountable for the accuracy, integrity and quality of privacy and information governance advice provided, applying delegated authority to resolve complex information handling, access and compliance issues.
- ensures recommendations and decisions are based on sound evidence and objective analysis, while frequently required to use expert judgment under pressure, in sensitive contexts, or when information is incomplete.
- consults with senior executives and specialist staff as needed when dealing with sensitive, high-risk or business-critical privacy or information governance matters, including those with significant legal, operational or reputational implications.

Reporting line

General Counsel - Executive Director, Legal and Compliance

Direct reports

Up to 3

Budget/Expenditure

- Financial Delegation: As per agency financial delegations
- Administrative Delegation: As per delegations' manual.

Knowledge and experience

- Comprehensive experience in developing and implementing privacy, information governance, GIPA and records management strategies, policies, systems and programs that align with organisational objectives, statutory obligations and information-related risks.
- Demonstrated expertise in privacy, records management and/or information governance
- Demonstrated knowledge and understanding of privacy, information access and records management principles, NSW public sector governance practices, the workings of government and the relevant NSW legislation underpinning privacy, information access and public sector accountability, with a strong commitment to continuous improvement and effective collaboration with stakeholders.
- Proven experience in leading and delivering information protection and access initiatives (privacy, GIPA and records management) in a complex dynamic and highly regulated environment.

- Extensive experience and knowledge of data privacy and data breach management, managing high risk/high-value information, records management and information access.

Essential Qualification

- Tertiary qualifications in a legal, risk, privacy, information governance or a related discipline or equivalent experience in a relevant field.

Capabilities for the role

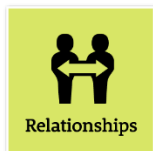
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural Indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Remain composed and calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in response to strong contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
	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 reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines	Advanced
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Present with credibility, engage diverse audiences and test levels of understanding	Advanced



Translate technical and complex information clearly and concisely for diverse audiences
 Create opportunities for others to contribute to discussion and debate
 Contribute to and promote information sharing across the organisation
 Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
 Explore creative ways to engage diverse audiences and communicate information
 Adjust style and approach to optimise outcomes
 Write fluently and persuasively in plain English and in a range of styles and formats

Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

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

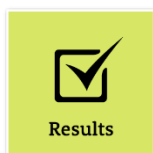
Adept

Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

Influence others with a fair and considered approach and present persuasive counter-arguments
 Work towards mutually beneficial 'win-win' outcomes
 Show sensitivity and understanding in resolving acute and complex conflicts and differences
 Identify key stakeholders and gain their support in advance
 Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
 Anticipate and minimise conflict within the organisation and with external stakeholders

Advanced



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
 Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
 Take account of the wider business context when considering options to resolve issues
 Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
 Implement systems and processes that are underpinned by high-quality research and analysis
 Look for opportunities to design innovative solutions to meet user needs and service demands
 Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced

Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

Design and develop systems to establish and measure accountabilities
 Ensure accountabilities are exercised in line with government and business goals
 Exercise due diligence to ensure work health and safety risks are addressed
 Oversee quality assurance practices

Advanced

		Model the highest standards of financial probity, demonstrating respect for public monies and other resources Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks Incorporate sound risk management principles and strategies into business planning	
	Project Management Understand and apply effective planning, coordination and control methods	Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying 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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability Name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept



Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept