

Role Description

Sound & Audio Visual Technician



Cluster	Department of Enterprise, Investment & Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 1 Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	399516
PCAT Code	1119192
Role Number	W00396R00396
Date of Approval	November 2022
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Enterprise, Investment & Trade. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas.

Our vision is to be as bold and inspiring as the Opera House itself.

Our mission is twofold:

- To treasure and renew the Opera House for future generations of artists, audiences and visitors; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

This position works as part of a team to deliver the highest technical Sound & AV services. The position is customer-focused and supports performers to achieve excellence in their field. You will play a vital part in helping achieve this through our team's roles including Stage Patch Technician, RF Technician and assisting with set-up and pack-down for events. Within this position, you will contribute to the care and security of technical equipment at the Opera House whilst upholding the standards within the Production Services portfolio to meet presenter and SOH expectations.

KEY ACCOUNTABILITIES

- Work as part of the Sound and Audio-Visual team, with the commitment to ensure that productions are delivered on time and to the highest standards.
- Read and follow event documentation such as stage plans, input lists and patch sheets, in collaboration with Supervisors and Sound Technicians select and assemble equipment to ensure technical requirements are met.
- Work on shows in various roles including Patch Technician and RF Technician.
- Operation of equipment for performances, events and rehearsals in all venues across the Sydney Opera House precinct as required.
- Store, clean and maintain equipment, clean and tidy storage and all backstage areas.
- Ensure technical production requirements are delivered safely; making WHS a high priority for all Production Service Employees.

KEY CHALLENGES

- Working in a dynamic live theatre environment, balancing challenging variables, such as irregular and long shifts, physical work, live performance deadlines, and the sheer complexity of size and restrictions associated with working at SOH.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Heads of Department, Production Managers and Senior Managers	Receive strategic and operational guidance.
Sound AV Supervisors/Operational Supervisors	Work as directed in a team-based environment and monitor, maintain and review venue and equipment.
Production Services Technical Staff	Work with and maintain an effective team environment and culture.
External	
Clients	Collaborate on all aspects of production requirements.

ROLE DIMENSIONS

Decision Making

The position has the responsibility to follow documentation and receive direction from a Supervisor, Technician or Production Manager to achieve the technical requirements of a production.

The position has the responsibility to operate sound and AV equipment to the highest standard, ensuring the satisfaction of the Head of Department, Supervisors and to the client's needs and expectations.

Reporting Line

Sound & Audio Visual Supervisors

Sound & Audio Visual Operational Supervisor

Direct Reports

Nil

ESSENTIAL REQUIREMENTS





- Demonstrated skills and experience in sound and audio-visual technical services and understanding of the working conditions of the live theatre and the performing arts industry.
- Strong foundational knowledge of signal flow and system interconnect topologies concerning audio-visual event equipment.
- Physical fitness, agility and ability to work at heights.
- Ability and commitment to work on a rotating shift basis.
- Demonstrated ability to work cooperatively within teams and across multiple disciplines to ensure completion of work.
- Good communication skills and well-developed interpersonal skills.
- Commitment to abide by the Opera House policies, particularly WHS procedures and manual handling techniques.
- Demonstrated knowledge and application of computer-related technology.
- Knowledge and experience of networking practices for live events including Audio over IP implementation desirable.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for 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.

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

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> Speak at the right pace and volume for varied audiences Allow others time to speak Display active listening

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules