Role Description
Head of Production Management

Cluster	Department of Premier & Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4 Level 2
Kind of Employment	Enterprise Agreement- Ongoing
ANZSCO Code	212112
PCAT Code	3119192
Role Number	NEW
Date of Approval	25 November 2020
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Premier & Cabinet. 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

The role provides expert leadership for the delivery of events and production management services. It ensures that the production management capabilities of the Opera House are aligned with our artistic vision and strategic goals.

The role leads and manages a team of specialists, ensuring that they provide outstanding customer service to all hirers and stakeholders. This role establishes and maintains supportive, high quality relationships to assist in ensuring that requirements are clearly communicated and delivered.

KEY ACCOUNTABILITIES

- Lead and foster a culture of continuous learning, professional development and technical excellence providing guidance, direction and mentoring to ensure safe and efficient delivery of production management services. Manage the event allocation process and strategic resource planning.
- Provide outstanding customer relationship management, including maintaining proactive working relationships with stakeholders and service providers to balance competing needs and achieve strategic and operational objectives.
- Undertake production management function to provide effective and persuasive leadership of the technical planning process for safe and efficient event delivery, ensuring the hirers needs are met in line with artistic and business needs.
- Contribute to technical planning process to ensure venues are maintained and developed to meet artistic and business needs.
- Manage crewing needs to deliver the production requirements in a cost effective manner without compromising safety or artistic needs; manage technical bump in and bump out by coordinating services and personnel, and overseeing operations. Manage the provision of third party services to events at SOH as required.
- Understanding and adherence of SOH Enterprise Agreement, SOH labour and equipment charging policies.
- Understanding and adherence of WH&S legislation and development and implementation of risk assessments and safe work procedures to manage event risks.
- Actively contribute to departmental, portfolio and organisational projects, initiatives and strategic direction. Develop and implement procedures and standards aimed at continuous improvement maintaining an effective operational interface between SOH departments, hirers and business partners.

KEY CHALLENGES

- Maintaining supportive and collaborative relationships, internally and externally, to ensure the successful delivery of events, while also remaining consistent with the values and objectives of the Opera House.
- Addressing and resolving problems, issues and challenges associated with a diverse range of events and hirers within a unique and challenging operational environment that balances issues of artistic vision, risk and compliance.
- Prioritising and balancing competing work priorities in a busy, dynamic environment.

KEY RELATIONSHIPS

WHO	WHY
Internal	
General Manager, Event Operations & Planning	To receive direction and guidance on departmental priorities, projects and areas of development. To discuss Production Management operations and escalate issues where appropriate.
Production Managers and Coordinators	To provide day to day operational support, development and leadership. Contributing to team objectives and goals.
Event Operations & Planning Team	To work collaboratively, contributing to team objectives for the successful delivery of events.
Production Services Management and staff	To liaise on equipment and rostering staffing requirements and direct crews in the delivery of technical services.
SOH Departments	To coordinate delivery of services including heritage and facilities management services and ensure that client requirements are met.
SOH Presents	To provide support and guidance from initial booking stage through to event closure.
External	
Venue Hirers	To provide support and guidance to customers hiring SOH venues from initial booking stage through to event closure.
Service Providers	To plan and coordinate delivery of services in line within SOH guidelines.

ROLE DIMENSIONS

Decision Making

The role acts with considerable autonomy to make decisions regarding the effective planning, coordination and provision of production management services and resources. It is responsible for ensuring effective service delivery standards are met for operations and projects.

Where there is a significant impact or risk to SOH operations, including financial, personnel or reputational, these matters are escalated to the General Manager, Event Operations & Planning for direction.

Reporting Line

General Manager, Event Operations and Planning

Direct Reports

Production Managers
Production Coordinators

ESSENTIAL REQUIREMENTS

- Demonstrated experience in building and leading teams including training and mentoring, staff development programs, performance management and resource allocation.
- Demonstrated production management experience in a technical production environment including experience in a live theatre and events.
- Project management skills including demonstrated organisational, time management and prioritisation skills, and the ability to manage several events simultaneously, meet strict deadlines and forward plan.
- Demonstrated high level leadership ability in a challenging work environment including conflict management and negotiation skills.

- Strategic problem solving and analytical skills including creative/lateral thinking and the ability to interpret non technical requests into technical specification information.
- Strong written and verbal communication and interpersonal skills.
- Understanding of WH&S systems and process and interpreting and drafting risk assessments.
- Sound decision making and crisis management skills.
- Ability to draft advanced technical drawings in VectorWorks (or equivalent drawing program). Advanced skills with computerised event management systems experience desirable including Microsoft Word, Excel, EBMS.
- Demonstrated experience developing and managing event production budgets.

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	Advanced
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	Deliver Results	Adept
	Plan and Prioritise	**Adept**
	Think and Solve Problems	Adept
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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**

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues