

Role Description

Staging Supervisor – Training



Cluster	NSW Department of Enterprise Investment and Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 3
Kind of Employment	Enterprise Agreement – Full Time (ongoing)
ANZSCO Code	399599
PCAT Code	1119192
Role Number	
Date of Approval	May 2024
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Enterprise Investment and 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 a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be **Everyone's House**; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (**Creativity, Courage, Inclusivity, Integrity, Collaboration and Care**):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

PURPOSE OF THE ROLE

The position holder is responsible for leading, supervising and developing technical teams through the delivery of the Staging department's training programme on existing and emerging technologies. A Staging Supervisor - Training ensures crew and production compliance training is undertaken in appropriate policies and procedures including risk management processes. As part of the Staging Department, the role works collaboratively within the production to team to ensure the smooth and effective delivery of services, including contributing to the rostering, equipment management, event supervision and competence of staff to meet business demands and EA requirements.

The role will work collaboratively with the Production and Events training team in the development and delivery of the venue specific and individual staff training plans for the Staging department to ensure they are consistent and in line with professional practice expected by our in house teams, hirers and industry. This position contributes to the coordination of Internship and work placement programmes hosted by Sydney Opera House and delivery support to the Production and Events portfolio traineeship program.

KEY ACCOUNTABILITIES

- Through strong leadership, develop, deliver and assess training as required, which aligns with the Staging team's strategic priorities and training needs.
- Collaborate with the Production and Events Training and Assessment Manager with the planning and development of a fit-for-purpose and comprehensive training program for internal groups to ensure they have the capability required to perform job tasks
- Lead staff to meet venue and production needs in a multi venue performing arts centre, and provide support and advice to allow all Production Services staff to deliver goals effectively.
- Contribute to the development of the SOH Venue Training plans focusing on Staging systems that outlines training materials, sessions and associated training milestones aligned to program implementation.
- Develop and maintain effective teams in a fast paced and changing environment, through consistent and strong leadership of staff
- Ownership of the training schedule for the Staging Team in line with operational requirements and identifying opportunistic training sessions during production and show calls
- Develop sustainable training materials including interactive classroom-style training modules with activity-based-learning activities, demonstration-style training modules, virtual training modules, system walk-through videos, simulator training modules , training manuals and associated on-demand training resources
- Contribute to the strategic planning of the department with specific focus on the professional develop and training needs of the team
- Perform additional Supervisor duties within the Staging Department which will include interpretation of presenters' artistic requirements in the provision of technical services within budget and time constraints

KEY CHALLENGES

- Leading and developing staff in a dynamic live theatre environment, balancing challenging variables, physical work and complexity of tasks associated with working at SOH.
- Effective communication while maintaining up to date and accurate records, systems and processes within a dynamic environment.
- Ensuring that all training is applied across the team so staff have consistent capability, skills and knowledge to meet the needs of an organisation operating in a complex and high activity building.
- Being able to adapt to constantly changing event requirements in a live operating environment. .
- Following processes and policies accurately to ensure the safety of all staff and stakeholders.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Staging	To receive strategic guidance
Deputy Head of Staging	To collaborate on event delivery and training
Production and Events Training and Assessment Manager	To receive direction and provide advice on all training issues, assist with the coordination, planning, delivery, compliance and assessment of the training programs.
Staging Operational Supervisor	To work collaboratively, share advice and ideas on solutions To coordinate and schedule training requirements
Staging Senior Technicians and Technicians	To direct in a team based environment To teach, mentor and coach individuals and team
Organisation Development & Learning team	Receive advice on reporting, records and compliance in relation to SOH Training compliance
Event Operations and Planning Management	To work closely with for rostering , scheduling and charging, facilitate third party hires as required and event operations, show delivery and conception
External	
Clients	To work alongside key stakeholders/clients to ensure training content aligns with industry needs and operational requirements
Registered Training organisations and government authorities	Receive advice on reporting, records and compliance To collaborate on all aspects of training requirements under National Qualification Frameworks

ROLE DIMENSIONS

Decision Making

The position designs, delivers and evaluates agreed learning programs, in consultation with the Production and Events Training and Assessment Manager.

The position plans, prioritises and allocates work.

The position has responsibility to resolve all operational staging problems and provide technical advice to production managers and clients to deliver the best outcome.

The position has the authority to reprioritise resources and delegate tasks to meet technical requirements.

The position has the authority to accommodate and decline client requests on the basis of technical or safety problems in consultation with the SOH Production Manager and/or Stage Manager.

Reporting Line

Head of Staging

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Minimum Certificate IV in Live Production and Technical Services (Staging speciality) or demonstrated comprehensive skills and experience (minimum 5 years) in the live theatre/entertainment industry.
- Training and Assessment qualification – Minimum TAE40116 Certificate IV Training & Assessment or willingness to obtain
- High level of technical expertise, comprehensive skills and experience in all aspects of staging operation and design
- Demonstrated high level supervisory skills, including a demonstrated track record of event delivery and a thorough knowledge of supervisory responsibilities under WHS
- Knowledge of WHS and Enterprise policies and procedures (including EA) to meet working conditions and client needs
- Good communication, analytical and decision making skills
- Ability to work efficiently, under pressure and prioritise work
- Numerical ability and lateral thinking
- Physical fitness, agility and ability to work at heights, good hearing and vision
- Flexibility and commitment to continuous improvement
- Demonstrated knowledge and application of computer – related technology
- Experience delivering training or work skill instruction in a live performance environment

DESIRABLE REQUIREMENTS

- Familiarity on the usage and operations of industry standard staging systems including Manual and Automated Fly systems
- Experience with WH&S risk management for live production & events.
- Proven ability to apply effective planning & organisational skills.
- Proficiency in word processing and preparation of presentations, i.e. Microsoft suite of programs.
- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems

Working environment/physical requirements:






- Facilitate training on-site & outside of normal business hours to deliver on the job training
- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Evaluate technical training and development needs of individuals and teams.
- Ability to identify competency gaps of learners as required.
- Prepare facilities, equipment, learning and assessment materials for training sessions.
- Contribute to continuous improvement and reporting of training processes, materials and outcomes
- Ensuring WH&S procedures are adhered to by all learners

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	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	Technology	Adept
	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
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	<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 follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to customer service	Intermediate	<ul style="list-style-type: none"> • Tailor communication to diverse audiences clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audience
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer services in the organisation • Demonstrate a thorough knowledge of the services provided and relate to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solution to meet needs • Resolve completed customer issues and needs • Co-operate across work areas to improve outcomes for customers
Business Enablers Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Create a culture of achievement, fostering on-time and on-budget quality outcomes in the organisation • Identify, recognise and celebrate success • Establish systems to ensure all staff are able to identify direct connection between their effort and organisational outcomes • Identify and remove potential barriers or hurdles to ongoing and long term achievement of outcomes • Take initiative to progress and deliver own and team unit/work • Use own professional knowledge and expertise of others to drive organisational and government objectives forward • Seek and apply specialist advice when required
		<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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • 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 • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate programmes and identify improvements to inform future [projects]
People Management Manage Reform and Change	Intermediate	<ul style="list-style-type: none"> • 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