

Role Description

Board Secretariat Coordinator



52111Cluster	Department of Enterprise, Investment and Trade
Agency	Sydney Opera House Trust
Division/Branch/Unit	Office of the CEO
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 2
ANZSCO Code	521111
PCAT Code	1121592
Role Number	SOH2175
Date of Approval	5 May 2023
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 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.
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

This position provides a broad range of assistance and support to the Company Secretary and Director, Office of the CEO to ensure the effective and efficient administration of company secretariat functions to the Opera House's Board and Executive Team.

KEY ACCOUNTABILITIES

- Administer the end-to-end Board and Committee meeting process, including:
 - Coordination of annual meeting dates and availability.
 - Assisting in the drafting, proofing, reviewing and formatting of minutes, papers and presentations related to meetings.
 - Collating papers for distribution via electronic board portal (currently Convene).
 - Managing room set-up, video conferencing connectivity for meeting attendees.
 - Attending meetings as required and taking notes for minute preparation.
- Conduct research and presenting findings.
- Identify and implement opportunities for business improvement.
- Assist in the facilitation of Board member induction.
- Serve as a key point of contact for Board and Committee members and their executive assistants, coordinating Board member support, including ticketing, event briefings, parking, travel, accommodation and courier services.
- Maintain relevant Board sections on staff intranet and SOH website.
- Administer the electronic document management record system for Board and Committee files, papers and decisions (currently Content Manager).
- Provide information required for annual reporting internally and for the Audit Office of NSW.
- Cover essential tasks of the Company Secretary during leave periods.

KEY CHALLENGES

- Maintaining high-quality service delivery, including focus and accuracy, when there are many competing priorities.
- Building strong rapport and credibility with key stakeholders, including Board members and Executive/senior management.
- Exercising initiative and working independently.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Company Secretary	To provide general administrative support and provide advice, coordination and support on issues affecting allocated tasks and projects.
Director, Office of the CEO	To provide support and advice on issues affecting allocated tasks and projects and provide administrative support as appropriate.
Executive Management	To effectively liaise with members of Executive management on a variety of issues, from information dissemination to coordinating meetings.
SOH Managers	To establish and maintain effective working relationships with key managers and staff to coordination of meetings and resources and obtaining/disseminating information. To provide reporting requirements associated with the company's governance, annual reporting and the appointment of Board members (Trustees).
External	
Board, Committee members and Trustees	To be a point of contact for Board and Committee chairs/members and their assistants in the organisation of meetings and events.

ROLE DIMENSIONS

Decision Making

The Board Secretariat Coordinator receives overall direction in this role from the Company Secretary and the Director, Office of the CEO. On a day-to-day basis the position holder makes decisions in regard to prioritising activities to ensure that deadlines and objectives are met. The position holder will be guided in these decisions by relevant Opera House policies and procedures.

Reporting Line

Company Secretary

Direct Reports

Nil

ESSENTIAL REQUIREMENTS





- End-to-end company secretariat experience, including experience working with electronic board paper applications and document management systems.
- Excellent communicator, who can build strong relationships. Ability to establish trust, credibility and rapport with people at all levels within the organisation, as well as with Board members and their assistants.
- Strong oral and written communication skills, with demonstrated ability to draft meeting agendas, papers and minutes.
- Broad knowledge of governance frameworks (legislation, practices and procedures) relevant to the NSW public sector.
- Highly organised and methodical approach to work, including a passion for accuracy and attention to detail.
- A demonstrated commitment to continuous improvement.
- A team player able to contribute to successful outcomes.
- Advanced skills with Microsoft Office.
- Appropriate tertiary qualification in company secretarial and/or governance practices/or undertaking.
- Professional membership of a corporate governance body/association/institute is desirable.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [Capability Framework | NSW Public Service Commission](#)

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	Advanced
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept

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	Advanced	<ul style="list-style-type: none"> 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 guideline
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audience Clearly explain complex concepts and arguments to individuals and groups

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • 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 audiences
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 community
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate these risks
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Understand all components of 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

