

Role Description

Building Operations Assistant



Cluster	Department of Premier & Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 1, Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	W02753R02595; W02861R02595
PCAT Code	741111
Role Number	1337292
Date of Approval	December 2019
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

Reporting to the Logistics Manager and the Building Operations Supervisors the position will be responsible for the performance of assigned jobs within the Sydney Opera House and its off-site storage locations.

KEY ACCOUNTABILITIES

- The role is responsible to undertake urgent, routine & ad-hoc maintenance and repairs to general carpentry and handyman services including metal work at the Sydney Opera House and supporting building and equipment as directed by the Building Operation Manager and Supervisors and Logistic Manager.
- This position is also responsible the ongoing effective and efficient operation of the loading dock and SOH off-site storage in meeting the day to day demands of our business, including SOH departments, presenting partners and business partners. This includes, and is not limited to, the receipt and distribution of deliveries, (food, beverage, office equipment, staging, sound and lighting equipment, building material, marketing material etc.) mail and courier services.
- Report and recommend technical and operational initiatives
- Close out of preventative maintenance & ad-hoc allocated tasks
- Ensure all deliveries to the Sydney Opera House are received and distributed accurately, efficiently and effectively and in accordance with Sydney Opera House policies and procedures.
- Build effective relationships and communication with all SOH departments, presenting partners and business partners to ensure the effective operations of Loading Dock.
- Provide excellent customer service to patrons, all SOH departments, presenting partners and business partners.
- Assist with the operations of all SOH off-site warehouse
- Safe operation of the loading dock, including adhering to applicable safe work method statements, operation of machinery and hazard identification to maintain public and staff safety in a high volume / materials handling environment.

DELIVERY SERVICE

- Undertake multi-trade maintenance and repairs as required under the direction of the Building Operations Supervisors
- Meet Sydney Opera House specific work procedures and restricted timings to minimise disruption to their services
- Participate in afterhours duty roster
- Assist other tradespersons and subcontractors as required

- Ensures all maintenance activities and plant or equipment operations are undertaken in compliance and with reference to applicable regulatory requirements, including standard operating procedures, policies, procedures to reduce risk to the Site Team and the Sydney Opera House stakeholders in general;
- Ensure public and staff safety in a high volume / materials handling environment (Loading Dock).
- Ability to apply time management skills, managing a number of issues concurrently and to prioritise and meet deadlines and demands of stakeholders and event schedules.

KEY CHALLENGES

- Ability to apply time management skills, managing a number of issues concurrently and to prioritise and meet deadlines and demands of stakeholders and event schedules.
- Physical and manual work environment, often responsible for lifting or moving large and heavy items.
- Work within a 24 hour live operating environment, including working rotating shifts across days, evenings, weekends and public holidays.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Logistics Manager	To receive direction
Building Operations Supervisor	To work within and maintain an effective team environment and culture.
Building Operations Manager	
External	
Food & Beverage Operators	To regularly liaise with, regarding delivery and collection of goods.
SOH Presenting and Business Partners	To regularly liaise with regarding deliveries and events.
Courier Service	To organise couriers for SOH Business departments.
Mail Service	To receive and distribute mail deliveries – inward and outward.

ROLE DIMENSIONS

Decision Making

The role has the responsibility to follow direction from the Logistics Manager and Building Operations Supervisors to achieve the smooth operation of loading dock activities and maintenance across the House. The role is required to demonstrate service delivery and behavioural expectations as established by the Logistics Manager and Building Operations Supervisors.

Reporting Line

Logistics Manager
Indirectly to the Building Operations Supervisor on shift

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- It is essential to have a forklift licence and a 1A driving licence (LR licence preferred).
- It is desired to hold a valid White Card (Construction Induction Training Card) and Traffic Controller card.
- Physical capability of lifting and moving heavy items safely and efficiently.
- Demonstrated understanding of WHS requirements including experience in applying safe work practices in a similar environment.
- Experience in Building Services Maintenance activities (Carpentry/Cabinet Making/metal work) or a high volume / fast moving loading dock warehousing environment.
- Prioritising and time management skills and the ability to work to tight deadlines.
- Discretion in handling sensitive and confidential material.
- Technical Knowledge; Achieve a satisfactory level of trade and or technical skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of trade expertise.
- Teamwork/Collaboration; Work effectively with team/work groups to accomplish organisational and customer goals.





- Quality Orientation/Attention to Detail; Accomplish tasks through concern for all areas and aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.
- Customer Service Orientation; Proactively developing customer relationships by making efforts to listen to and understand the customer; anticipating and providing solutions to customer needs; giving high priority to customer satisfaction.
- Basic computer skills.

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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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 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