

Role Description

Tour Guide



Cluster	Department of Enterprise, Investment and Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 2 Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	451412
PCAT Code	1119192
Role Number	SOH2040
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 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; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

The role of Tour Guides is to offer exceptional customer service and provide world class, inspiring and engaging guided tours of the Sydney Opera House. Tour Guides act as ambassadors of the Sydney Opera House and work to research and plan individual tours and support the specific needs of visitors to the site. Tour Guides also conduct specialised tours which can focus on areas such as architecture, schools and backstage and also provide experiences for those with disability requirements.

KEY ACCOUNTABILITIES

- Plan and conduct a variety of guided tours of the Sydney Opera House for visitors with diverse needs while maintaining flexibility, cultural sensitivity, and a strong customer service focus.
- The Tour Guide is accountable for following guiding principles and directions provided by their Supervisor to ensure the safety of patrons, the quality of the experience and the integrity of the building.
- Actively keep up to date and promote Sydney Opera House products and services. This includes the promotion of tours, performances, commercial activities and other associated businesses.
- A working knowledge of and commitment to Occupational Health & Safety and Emergency and Evacuation procedures will be required once in the role.
- Responsible for creating a welcoming atmosphere with all visitors and enhancing the image of Sydney Opera House.
- Providing high levels of customer service during the tour whilst promoting the Sydney Opera House and its products.

KEY CHALLENGES

- Accountable for the people attending the tour and ensuring that care is taken in relation to the implementation of Work Health & Safety standards and Emergency and Evacuation procedures (if the need arises).
- Providing timely advice and assistance when queries and problems arise during a tour.
- Ability to effectively communicate the content/message to diverse groups of people attending the tour.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Tours Operation Duty Supervisors	To receive direction on all day to day operational and service delivery issues, share information, content and general performance feedback and development.
Tours Operations Manager	To oversee the direction of the guiding team, feedback and provide information and support on operational and service improvement opportunities.
Tour Guides (Co-workers)	To work together to ensure tours run on time, coordinate routes to reduce congestion, and share information and insights.
External	
General Public	To provide all visitors to Sydney Opera House with a professional guiding experience; proactively engage with customers and ensure that all visitors receive an inspiring and informative experience.
Internal Departments	To liaise on the delivery of customer service, problem resolution and service improvements.

ROLE DIMENSIONS

Decision Making

The Tour Guide works as part of the Tours & Retail team and receives overall and day-to-day direction from the Tours Operation Duty Supervisors in relation to the position's expectations, key deliverables, priorities, responsibilities and overall performance. The position has the freedom to operate within clearly defined role parameters and day-to-day work goals, activities and performance targets. The position has access to senior managers of the department should complex issues arise or clarification be required. The position has the ability to make day-to-day decisions in regard to prioritising activities to ensure that the best experiences are offered to our visitors.

Reporting Line

Tours Operation Duty Supervisors

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Highly developed front line customer relations and service delivery skills, with demonstrated experience and a strong commitment to providing service excellence, in a dynamic and customer orientated environment.
- Experience working in a high volume and high visitation operational service environment and/or within the tourism industry is advantageous.
- Proven experience providing excellent service to culturally diverse customers, with respect, understanding and a flexible approach and manner.
- A self-motivated attitude to continually remain up to date with the comprehensive working knowledge of Sydney Opera House, including performance information and commercial activities, to support tour delivery, resolve customer issues and appropriately redirect customer queries beyond own expertise.
- Highly developed and articulate communication, interpersonal, public speaking and presentation skills, including a degree of creativity both practically and artistically and an ability to improvise whilst ensuring the delivery of key messages.
- Capacity to work unsupervised and effectively manage challenging situations, including an ability to think quickly, make appropriate decisions and resolve any customer issues.
- Strong team work skills and approach, including working cooperatively; acknowledging other's personal styles, motivations and abilities in order to achieve business objectives.





- Effective time management, planning and organisational skills, including an ability to prioritise tasks and workloads on a daily basis.
- Strong promotional skills in order to promote the diverse range of Sydney Opera House products and services.
- Current Working with Children check is required.
- Minimum language requirements for all Tour Guides - excellent command and delivery of written and spoken English to comfortably conduct tours in English.
- Bi-lingual skills (in particular Spanish, French, German, Mandarin, Korean or Japanese) are an advantage.
- To conduct tours in a language mentioned above other than English Tour Guides must possess NAATI certification as verbally proficient, Level 4 (Vocational Competence - Pass) or above; or be willing to be certified as verbally proficient at vocational level by Sydney Opera House's nominated language certifier.

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	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	Foundational
	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	Foundational	• Be open to new ideas and approaches
Display Resilience and Courage		• Offer own opinion, ask questions and make suggestions
		• Adapt well to new situations
		• Do not give up easily when problems arise

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> Stay calm in challenging situations 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 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	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for 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 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