Role Description

Drupal Developer, Technology

Cluster	Enterprise, Investment and Trade
Agency	Sydney Opera House
Division/Branch/Unit	Technology, Corporate Services
Location	Sydney CBD
Classification/Grade/Band	Grade 4, Level 1
ANZSCO Code	262111
PCAT Code	1119192
Role Number	W02850R02662
Date of Approval	February 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; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

This position contributes to the back-end code base for sydneyoperahouse.com. With direction from the Web Technical Lead, this role works with the web development team, internal specialists and outside agencies to ensure that the Drupal content management system works efficiently and consistently.

KEY ACCOUNTABILITIES

- Design, build, test, and deliver back-end website changes against documented functional specifications and ensure the application meets performance standards as part of the DevOps Cycle.
- Develop and maintain standards for development tools and techniques; ensure the codebase is well documented & tested.
- Maintain and extend integrations between Drupal and third-party database services including caching strategies for performant data management against internal microservices.
- Undertake investigations and report on performance problems and downtime to inform code refinement.
- Deliver feasibility and cost-benefit estimates in response to user stories and feature requests.
- Advise the business on appropriate data structures for content types within Drupal.
- Build Drupal Twig templates that enable content authors to safely create compelling content.
- Engage in DevOps practices of continuous improvement, automated testing and "you build it, you run it".

KEY CHALLENGES

- Manage multiple concurrent, sometimes conflicting, stakeholder expectations
- Responding quickly and efficiently to business needs

KEY RELATIONSHIPS

WHO	WHY
Internal	
Web Technical Lead	Receive direction, identify code improvements, escalate issues
Web Development Team	Work collaboratively across the team by sharing information and responsibilities
Marketing Technology Program Team	Work collaboratively across the team by sharing information and responsibilities
Marketing Team	Consult with specialists on business requirements and user stories Estimate development tasks and provide recommendations
Information Management team	Work collaboratively to ensure websites are secure
Technology Team	To collaborate with on key digital marketing projects.
External	
Development agencies	Work collaboratively on the codebase, ensuring a documented, consistent approach Ensure developers deliver value and are accountable for the quality of their work

ROLE DIMENSIONS

Decision Making

The Drupal Developer has the flexibility to make decisions about Drupal business logic and database interaction for the Sydney Opera House website. This role is responsible for Drupal development and has responsibility for the Drupal back-end codebase. With the other members of the Sydney Opera House web team, it ensures that the Sydney Opera House website meets performance, uptime, and data consistency standards. It effectively communicates problems and improvements—and their impact—to the relevant business.

Reporting Line

Web Technical Lead

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Demonstrated ability to write code using core and object-oriented PHP to Drupal coding standards; Develop custom modules using Drupal API for extending Drupal functionality; Build on contributed third-party Drupal modules to meet business needs.
- Ability to analyse and resolve site performance and security issues arising from site configuration or custom code.
- Experience with APIs and storing and retrieving data.
- Experience writing tests in core testing framework and using PHPUnit.
- Familiarity with Git, Jira, and Agile methodologies including Agile, Scrum, and Kanban.
- Ability to work efficiently in a team and prioritise work.
- Proven problem-solving ability and commitment to continuous improvement.
- PHP, Symphony, and Twig experience.

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	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	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 Display Resilience and Courage	Intermediate	• 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	• 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	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Effectively		• Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• 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 Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Foundational	• 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 Technology	Adept	• 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