Role Description
Head of Sound and Audio Visual

Cluster	Department of Enterprise Investment and Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4, Level 2
Kind of Employment	Enterprise Agreement - Temporary
ANZSCO Code	212399
PCAT Code	1119192
Role Number	SOH2149
Date of Approval	April 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 role provides expert technical leadership for Sound and Audio Visual Services. It ensures that the sound and audio visual capabilities of the Opera House are aligned with our artistic vision and strategic goals.

This position is responsible for leading and fostering a culture of continuous learning, personal development and technical excellence to ensure safe and efficient delivery of Sound and Audio Visual services. It leads and manages a team of specialists, ensuring that they provide outstanding customer service to all presenters and stakeholders, and contribute to the strategic direction of the department.

This role is responsible for the project management of equipment upgrades and maintenance, leading the process by developing business plans, preparing and evaluating tenders, and holding contractors to a high standard. It ensures that our equipment and workforce can realise the technical visions of our hirers and presenting partners.

This position provides, and assists its staff in providing, expert advice to Production Managers, Account Managers, and other technical staff.

KEY ACCOUNTABILITIES

- In consultation with key stakeholders, generate a strategic personnel and technical vision for the department.
- Implement effective systems initiatives and procedures in consultation with the Director, Production and Events and Business Analyst.
- As part of the Production Services management team, contribute to the development of systems and procedures that improve the delivery of productions and events, including high quality documentation, and lead departmental, portfolio and organisational projects as required.
- Provide support in department operations, such as:
  - Ensuring the charging and administration of departments services meets business requirements and goals

- o Implementing clear policies and procedures to ensure the department maintains consistently high standards of service and safety
- o Contributing to the overall management team in Production Services.
- Lead, mentor and train technical staff in their individual and group development to deliver the highest quality technical services and equipment to presenting partners, hirers and internal customers.
- Identify opportunities to use a broad range of technologies to deliver projects effectively. Identify ways to leverage the value of technology to achieve department outcomes, using existing technology, but also valuing the implementation of new technologies.

KEY CHALLENGES

- Maintaining supportive and collaborative relationships, internally and externally, to ensure that the technical delivery for the present and future is consistent with the objectives of the production or event, while also remaining consistent with the values and objectives of the Opera House.
- Leading and developing staff in a dynamic live theatre environment, balancing challenging variables associated with live performance deadlines and a large volume of presented productions.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Director, Production and Events	To receive overall technical direction and guidance.
Production Services Heads of Department	To form a unified and collaborative management team
Business Analyst	To receive assistance building and maintaining the departmental budget.
Human Resource Business Partner	To collaborate with in the management of teams.
Production Services Staff	To lead, mentor and develop staff, fostering a culture of continuous learning, personal development, and technical excellence.
Event Operations and Safety Teams	To collaborate on the technical requirements of events and productions in order to provide a superior and safe service to the hirers and presenting partners.
Building Operations	To liaise regarding maintenance and upgrade programs and venue improvements.
Technical Integration Manager	To collaborate on technical projects and initiatives.
External	
Presenting Partners and Hirers	To consult on technical requirements for the present and future to ensure that the department's technical direction meets the needs of our customers.

ROLE DIMENSIONS

Decision Making

The position is responsible for articulating, setting and directing the equipment, infrastructure and operational standards of the Sound and Audio Visual Department, including coordinating resources to meet the requirements of productions and events in consultation with Event Operations and Planning Department.

The position plans, and manages the Department's strategic direction, staff development needs, and financial performance. The position operates within the framework and guidelines as they relate to WH&S and other relevant building regulations as well as relevant industry standards.

Reporting Line

Director, Production and Events

Direct Reports

Deputy Head of Sound and Audio Visual

ESSENTIAL REQUIREMENTS

- Minimum five years demonstrated high level technical production experience and sound and audio visual expertise, with a variety of clients across various art forms and event types. This should include strong documentation and design

capabilities, a willingness to keep up to date with industry standards and innovations and a demonstrated ability to interpret and implement technical changes within the context of an established business.

- Demonstrated high level project management skills including technical project management, a demonstrated ability to use systems to monitor and track project progress, and the ability to effectively forward plan. Experience with project costing, scheduling, resource allocation, development and management of budgets essential.
- Proven capacity to self-direct and make decisions, incorporating excellent organisational, strategic, analytical and lateral thinking skills applied to articulating and realising a technical vision.
- Demonstrated high level expertise in leading and building teams including formal training and mentoring programs, staff development programs, performance management and rostering.
- Demonstrated organisational, time management and prioritisation skills, including the ability to multi-task and delegate.
- Extensive knowledge of, and commitment to, WH&S and risk management matters within a production environment.
- High level of commitment to client needs.
- Demonstrated high level written and verbal communication and interpersonal skills, including demonstrated experience in conflict management and negotiation.
- Proven ability to work under pressure including demonstrated sound decision making and crisis management skills.
- A thorough knowledge of the theatrical process and sensitivity for working artists.
- Ability to work well in a flexible work environment as part of a leadership team.
- Advanced computer skills including Microsoft Office, Vectorworks or equivalent drawing program, sound and audio visual technical design programs, and an understanding of database systems.

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	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	**Intermediate**
	Manage Reform and Change	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 Display Resilience and Courage	Adept	• 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 • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Intermediate	• 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 Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
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	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
Business Enablers Project Management	Adept	• 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 progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcome • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Optimise Business Outcomes	Intermediate	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes