

Role Description

Production Coordinator



Cluster	Department of Enterprise, Investment & Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	212112
PCAT Code	3119192
Role Number	SOH2147
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 & 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 undertakes the production coordination for events at Sydney Opera House including preparation, planning and implementation for a range of events and also provides support and assistance to Production Managers in the event delivery process to all presenters & hirers at the Sydney Opera House.

This role establishes and maintains supportive, high quality relationships with all Production Services staff, Presenting Partners and other key stakeholders to assist in ensuring that production requirements are clearly communicated and delivered.

KEY ACCOUNTABILITIES

- Provide production management services on small to medium scale productions to all presenters at Sydney Opera House, ensuring the hirers needs are balanced fairly with Sydney Opera House's artistic and business objectives.
- Develop event budgets and production schedules to ensure the safe and efficient delivery, interpreting artistic requirements into cost effective technical solutions.
- Assist the production management team in the delivery of events and productions.
- Provide a high level of customer service in technical production at SOH.
- Ability to create and interpret Risk Assessments and to manage the Risk Assessment process for an event.
- Understanding and compliance of policies, such as the SOH labour and equipment charging policy and SOH WH&S policy.
- Work on departmental, portfolio & organisational projects as required and contribute to portfolio business efficiency strategies.
- Manage the technical bump in and bump out by co-ordinating services and personnel along with overseeing operations.
- Manage the provision of third party services to events at SOH as required.
- Actively contribute to departmental, portfolio and organisational projects, initiatives and strategic direction.

KEY CHALLENGES

- Balancing competing project timelines and priorities to ensure project deadlines are met and that operational and artistic planning obligations are balanced Gathering and interpreting technical requirements from hirers and translating this into operational plans within established SOH operational process and procedures.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Production Management	To discuss event operations and planning including project briefs and client requirements and escalate issues where appropriate. To receive direction and guidance on priorities, projects and areas of development.
General Manager, Event Operations & Planning	To receive direction and advice and to establish priorities. To provide and receive information.
Event Operations & Planning Team	To work collaboratively, contributing to team objectives for the successful delivery of events.
Production Services Management and staff	To liaise on equipment and rostering staffing requirements and direct crews in the delivery of technical services..
SOH Departments	To coordinate delivery of services including heritage and facilities management services and ensure that client requirements are met.
SOH Presents	To provide support and guidance from initial booking stage through to event closure
Venue & Event Sales	To work collaboratively to ensure contract compliance.
External	
Venue Hirers	To provide support and guidance to customers hiring SOH venues from initial booking stage through to event closure.
Service Providers	To plan and coordinate delivery of services in line within SOH guidelines.

ROLE DIMENSIONS

Decision Making

The role receives overall direction and guidance from the Head of Production Management and works along side the Production Managers as part of the Production Team..

The role acts autonomously, contributing to the successful delivery of events by:

- liaising with hirers regarding technical production requirements and outcomes throughout the event delivery process;
- incorporating input from the Production Managers, Technical Supervisors and Heads of Department;
- Communicating such requirements to SOH Production Services and other Departments in a timely and efficient manner
- Other activities as required

The role operates within the framework and guidelines as they relate to WH&S and other relevant regulations and industry standards. Where there is a significant impact or risk to SOH operations, including financial or reputational, these matters are escalated to the Head of Production Management for guidance and direction.

Reporting Line

Head of Production Management

Direct Reports

Nil

ESSENTIAL REQUIREMENTS





- Demonstrated experience in theatre technical production and ability to interpret non-technical requests into technical specification information.
- Demonstrated outstanding customer service experience in a technical production environment.
- Demonstrated organisational, time management & prioritisation skills, including an ability to multi task.
- Demonstrated ability to plan and schedule staff and equipment resources.
- Capacity to follow direction and refer decisions to superiors when necessary.
- Demonstrated experience working with event production budgets.
- Strong written and verbal communication & interpersonal skills.
- Strategic problem solving skills and capacity for lateral thinking.
- Ability to work well in a team and flexible work environment.
- Understanding of WH&S systems and process and interpreting and drafting risk assessments.
- Advanced computer skills with computerised event management systems (e.g. EBMS) experience desirable.
- Ability to draft technical drawings in VectorWorks (or equivalent drawing program) desirable.

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	Foundational
	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	Intermediate
	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	Adept	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>criticism and respond constructively</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • 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
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
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		<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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- Identify and escalate any possible variance from project plans