

Role Description

Manager, Community Engagement



Cluster	Department of Premier & Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 2
Kind of Employment	Ongoing
ANZSCO Code	511111
Date of Approval	March 2022
Agency Website	http://www.sydneypoperahouse.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 (SOH) 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.
- To inspire, and strengthen the community, through everything we do.

In 2021, the Opera House launched a Diversity, Inclusion & Belonging (DI&B) Strategy. We are committed to doing all we can to inspire and bring about change and achieve our DI&B vision: The Sydney Opera House – who we are and everything we do – reflects and respects the diversity of the community.

We welcome and encourage applications from First Nations people, recognising the value, unique skills and knowledge that First Nations employees bring to the workplace. We encourage applications from people of all genders, as well as people from one or more of these underrepresented groups/communities, including but not limited to d/Deaf and Disabled people/people with disability, people from culturally and linguistically diverse backgrounds, and people who identify as LGBTQI+.

PURPOSE OF THE ROLE

The Opera House plays an important role in shaping our nation, life and culture, and inspiring positive social change. Positioned within Sydney Opera House Presents (SOHP), (the Opera House's in-house presenting arm) and reporting to the Head, Strategy and Projects, this new role supports the implementation of the Opera House's Artistic and DI&B Strategies by:

- Building meaningful and reciprocal relationships at a grassroots level with underrepresented artists with a particular emphasis on Western Sydney and culturally diverse communities.
- Identifying practical solutions to reduce barriers to participation for artists, audiences and participants.
- Championing initiatives and key equity and inclusion programs among Western Sydney and other identified communities.

KEY ACCOUNTABILITIES

In this role you will:

- Collaborate with the Head of Strategy and Projects to devise and implement a plan that informs increased inclusion and cultural equity at SOH for artists, audiences and participants, identifying actions that reduce barriers to participation.
- Support the implementation of relevant strategic objectives and projects outlined in the Artistic, DI&B and social impact strategies.
- Measure/ Monitor and evaluate the program impacts, both qualitatively and quantitatively and communicate these across the Programming and Engagement teams
- Ensure the communication of initiatives and developments with the Engagement and relevant teams.
- Build sustainable relationships and networks with external stakeholders including underrepresented artists and communities, presenting and service organisations to facilitate two-way communication with the SOHP programmers.
- Support existing SOHP programming and associated artist engagement initiatives.
- Support the Programming team to communicate opportunities and initiatives, such as residencies and commissions to relevant communities.
- Research and advise on global best practices, and protocols in equity and inclusion and community engagement, building awareness and organisational capacity within the Programming team.

KEY CHALLENGES

- Managing complex, often competing demands and perspectives from a range of stakeholders.
- Mitigating and managing sensitive issues by analysing and communicating risks.
- Working effectively in a complex environment to recommend and drive change.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Director, Programming	To advise and inform as required on behalf of line manager.
Head, Strategy and Projects	To receive direction from and contribute to achieving aligned strategic outcomes of the Artistic and DI&B Strategy. Provide regular updates on key projects, issues/risks and priorities.
Head of Inclusion	To collaborate and provide reciprocal advice and support on achieving DI&B objectives, including awareness and capability building, and measuring and reporting.
Programming team	Advise, inform and support with communication of initiatives.
Engagement, team members	Advise and collaborate to achieve shared objectives.
Accessibility, Environmental and Sustainability managers	Advise and collaborate to achieve shared objectives.
Production and Events Team members	Advise and inform as required on program presentation.
Venue Manager, Centre for Creativity	Advise and inform as required on program presentation.
External	
Stakeholders across government, peak and service organisations and communities.	Influence and build collaborative relationships.

ROLE DIMENSIONS

Decision Making

- Make practical and tactical decisions and offer recommendations that influence the implementation of the Artistic and Diversity, Inclusion and Belonging strategies and seek to resolve issues in consultation with the line manager and the Director, Programming.

Reporting Line

Head, Strategy and Project

Direct Reports

NIL Reports

ESSENTIAL REQUIREMENTS

- Lived experience or a deep understanding of social and cultural exclusion.
- Demonstrated understanding of the complexities and diversity of the communities in Western Sydney and a background in grassroots community engagement.
- Significant professional experience in the domains of cultural equity and inclusion practices.
- Broad networks in the arts/cultural sector in Western Sydney and NSW from grass roots to large organisations.
- Experience undertaking evaluation in an arts and/ or community setting and/or equity and inclusion context.
- Experience in managing complex and dynamic work environments, including demonstrated project management acumen.
- Demonstrated ability to engage sensitively, diplomatically and effectively with a range of stakeholders.
- Strong communication skills both verbal and written with an ability to influence others.
- Excellent collaboration, problem solving and prioritisation skills.
- Resilient, self-motivated and flexible.

DESIRABLE



- Previous experience in strategic implementation and reporting, including an understanding of Governance, risk and project management.



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/capability-framework

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	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	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 Value Diversity	Adept	<ul style="list-style-type: none"> Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders. Demonstrate cultural sensitivity, and engage with and integrate the views of others. Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences. Recognise and adapt to individual abilities, differences and working styles. Support initiatives that create a safe and equitable workplace and culture in which differences are valued. Recognise and manage bias in interactions and decision making
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences. Clearly explain complex concepts and arguments to individuals and groups. Create opportunities for others to be heard, listen attentively and encourage them to express their views. Share information across teams and units to enable informed decision making. Write fluently in plain English and in a range of styles and formats. Use contemporary communication channels to share information, engage and interact with diverse audiences.
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration. Build cooperation and overcome barriers to information sharing and communication across teams and units. Share lessons learned across teams and units. Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work. Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes. • Make sure staff understand expected goals and acknowledge staff success in achieving these. • Identify resource needs and ensure goals are achieved within set budgets and deadlines. • Use business data to evaluate outcomes and inform continuous improvement. • Identify priorities that need to change and ensure the allocation of resources meets new business needs. • Ensure that the financial implications of changed priorities are explicit and budgeted for.
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies. • Access key subject-matter experts' knowledge to inform project plans and directions. • Design and implement effective stakeholder engagement and communications strategies for all project stages. • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning. • Develop effective strategies to remedy variances from project plans and minimise impact. • Manage transitions between project stages and ensure that changes are consistent with organisational goals. • Participate in governance processes such as project steering groups.