Role Description
Production Coordinator

Cluster	**Department of Premier & Cabinet**
Division/Branch/Unit	**Sydney Opera House**
Location	**Sydney CBD**
Classification/Grade/Band	**Grade 3 Level 1**
Kind of Employment	**Enterprise Agreement - Ongoing**
ANZSCO Code	**212112**
PCAT Code	**3119192**
Role Number	**W02985R01995; W02804R01995**
Date of Approval	**January 2024**
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 a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be **Everyone's House**; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisationsal values (**Creativity, Courage, Inclusivity, Integrity, Collaboration and Care**):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

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.
- Assist the production management team in the delivery of events and productions.
- Develop event budgets and production schedules to ensure the safe and efficient delivery, interpreting artistic requirements into cost effective technical solutions.
- 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.

NSW GOVERNMENT

- Manage the technical bump in and bump out by co-ordinating services and personnel along with overseeing operations.

KEY CHALLENGES

- Prioritise and balance competing work priorities in a busy, dynamic environment.
- 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. The role operates autonomously undertaking tasks to support the Production Management team. Where there is a significant impact or risk to SOH operations, including financial or reputational, these matters are escalated to a Production Manager or 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 experience 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	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		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	• 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	• 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	• 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	• 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		• 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 • Identify and escalate any possible variance from project plans