Role Description
Warehouse Assistant

Cluster	**Department of Enterprise, Investment and Trade**
Division/Branch/Unit	**Sydney Opera House**
Location	**Sydney CBD**
Classification/Grade/Band	**Grade 1 Level 3**
Kind of Employment	**Enterprise Agreement – Temporary and Casual**
ANZSCO Code	**741111**
PCAT Code	**1337292**
Role Number	**W02220R02221** **W02221R02221**
Date of Approval	**October 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 is responsible for assisting the Production Support Manager and Warehouse Team Lead in the management and preparation of equipment for the Sydney Opera House production departments. This position ensures the Production Services warehouses meet operational requirements. The position transports production equipment to and from the Sydney Opera House and offsite storage facilities as required and directed by the Production Support Manager. This position works with clients to support and deliver events and productions, while maintaining excellent customer service. The role contributes to the maintenance and security of production equipment and upholds WHS standards.

KEY ACCOUNTABILITIES

- Prepare technical equipment as directed by Production Support Manager and Warehouse Team Lead; this includes moving equipment between venues and offsite locations.
- Fill inventory orders, process asset-related paperwork, assist with setups, and respond to client requests.
- Perform inventory checks on incoming and outgoing equipment.
- Contribute to the continuous improvement of warehouse systems and operations.
- Ensure all equipment leaving the warehouses for productions is safe and has up-to-date electrical safety tags.
- Prioritise tasks in the face of competing operational demands and undertake general housekeeping and project work as required.
- Build strong relationships and communicate with stakeholders to ensure the effective operation of the warehouse.
- Ensure technical requirements for productions are delivered safely; making WHS a high priority.

KEY CHALLENGES

- Working in a dynamic live theatre environment, balancing challenging variables such as irregular shifts, physical work, and live performance deadlines.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Production Support Manager	To receive overall technical direction, strategic and operational guidance.
Warehouse Team Lead	To work as directed in a team-based environment
Warehouse, Staging, Lighting & Sound & Av Teams	To work with and maintain an effective team environment and culture
Event Operations and Planning	To work with and maintain an effective team environment and culture
Loading Dock team	To work with and maintain an effective team environment and culture
External	
Clients	To collaborate on all aspects of production requirements.

ROLE DIMENSIONS

Decision Making

The position has responsibility to follow documentation and receive direction from the Team Lead, Senior Technician, or Production Manager to achieve a technically smooth and competent production.

The position has the responsibility to operate warehouse systems to the highest standard to the satisfaction of the Head of Department, Production Support Manager, and to client needs and expectations.

Reporting Line

Production Support Manager
Warehouse Team Lead when on shift

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Knowledge and experience (at least one year) of working in a live theatre environment or a related industry and demonstrated experience within a high volume, diverse warehouse or production company environment.

- A class MR driving licence and forklift ticket.
- Demonstrated general technical understanding, skills and experience in technical services and of the requirements of live theatre and the performing arts industry.
- Familiarity with basic concepts equipment preparation for all production disciplines.
- Physical fitness, agility, ability to work at heights, and demonstrated ability to follow correct manual handling procedures.
- Good communication skills and well-developed interpersonal skills.
- Commitment to abide by Opera House policies, particularly WHS procedures including manual handling techniques.
- Demonstrated knowledge and application of computer-related technology.

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	Foundational
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Foundational**
	Commit to Customer Service	**Foundational**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Effectively	Foundational	• Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with 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 Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies