

Role Description

Production Support Supervisor



Cluster	Department of Planning & Environment
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 3
Kind of Employment	Enterprise Agreement - Ongoing
ANZSCO Code	212112
PCAT Code	3119192
Role Number	SOH2189
Date of Approval	25 February 2022
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Planning & Environment. 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

The position provides day to day leadership and management of the Production Support team with a focus on providing logistic services for both internal and external stakeholders to support and deliver events and productions, maintaining high quality customer service.

This position provides leadership in the delivery of Production Support by assisting in the development of systems and standards that are customer focused and support performers to achieve excellence.

KEY ACCOUNTABILITIES

- In collaboration with the Production Support Manager, roster staff based on skills, knowledge and the EA to meet venue and production requirements in a multi-venue performing arts centre including changing client requirements.
- Contribute to the strategic planning of the department and develop systems and standards to implement logistical services for Performing Arts storage spaces, warehouses and transport assets.
- Provide support and advice to allow all production services staff to deliver services effectively.
- Ensure all equipment preparation and technical requirements for productions are delivered safely and promote the safety culture at Sydney Opera House by ensuring that all policies and guidelines are followed.
- Communicate effectively while maintaining and developing clear and concise documentation.
- Through strong leadership, ensure SOH expectations of a customer service culture within Production Services teams are being met and provide support and advice to allow all Production Services staff to deliver services effectively.
- Review and monitor bookings within the asset tracking system to identify and mitigate potential equipment shortfalls

KEY CHALLENGES

- Leading and developing staff in a dynamic, live-theatre environment, balancing challenging variables, such as irregular and long shifts, physical work, live performance deadlines, off-site facilities as well as the sheer complexity, size and restrictions associated with working at SOH.
- Balance the delivery, preparation and removal of technical equipment in/out of venues and on/off site with recoverable venue-related technical work to ensure the most efficient outcome.
- Operating within a live performance environment, with varied and rapidly changing client requirements including occasional requirement to work nights or weekends during peak periods.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Technical Manager, Theatre & Events	To receive overall technical direction.
Production Support Manager	To receive strategic and operational guidance.
Operational and Department Supervisors	To collaborate on rostering, charging, event delivery and training.
Warehouse Assistants and Duty Technicians	To supervise and direct in a team-based environment.
Event Operations and Planning	To work closely with for rostering, scheduling and charging, facilitate third-party hires as required and event operations, show delivery, and conception.
Loading Dock team	To collaborate regarding vehicle movements and transitional equipment storage
Administration & Systems Coordinator	To collaborate on rostering and charging procedures.
External	
Clients	To collaborate on all aspects of production requirements.

ROLE DIMENSIONS

Decision Making

The position plans, prioritises and allocates work.

The position has responsibility to resolve Production Support operational problems and provide technical advice to the production team and clients to deliver the best outcome.

The position has the authority to reprioritise resources and delegate tasks to meet technical requirements.

The position has the authority to accommodate or decline client requests on the basis of technical or safety problems in consultation with the SOH Production Manager and/or Stage Manager.

Reporting Line

Production Support Manager

Direct Reports

Production Support Duty Technicians

Warehouse Assistants

ESSENTIAL REQUIREMENTS

- Comprehensive skills and experience in live the theatre/entertainment industry.
- Demonstrated experience in rostering staff to according to resourcing requirements including procedures (including the EA) to meet working conditions and client needs.
- Knowledge and understanding of information technology systems and processes, including equipment management, warehousing and logistics or similar, invoicing, database management and time and attendance systems.
- MR class driver's license and forklift driver's license highly desirable
- Electrical test and tag competency highly desirable
- Demonstrated high level supervisory skills, including understanding and knowledge of WHS responsibilities
- Good communication, team building, and interpersonal skills.
- Ability to work efficiently under pressure and prioritise work to meet deadlines.
- Physical fitness, agility and ability to work at heights, good hearing and vision.

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	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		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	Adept	<ul style="list-style-type: none"> • 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	<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 Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
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 Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>team/unit outcomes, using the existing technology of the business</p> <ul style="list-style-type: none"> • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enables Project Management	Adept	<ul style="list-style-type: none"> • 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	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues