

Role Description

Technical Production Traineeship – Staging Certificate III



Cluster	Department of Enterprise, Investment and Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 1, Level 1
ANZSCO Code	399599
PCAT Code	1119192
Role number	SOH2102
Date of Approval	January 2023
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

Sydney Opera House is an Executive Agency of the NSW Department of Enterprise, Investment and Trade. Sydney Opera House is operated and maintained for the Government of New South Wales 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 care for 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 traineeship will provide the opportunity to work alongside experienced professionals as well as gaining knowledge, learning new skills and obtaining hands-on training whilst working towards a nationally recognised qualification. The traineeship will include a combination of on and off-the-job learning as trainees work toward obtaining qualifications at CUA30420: Certificate III in Live Production & Technical Service level.

The primary purpose of this role is to build the skills and capabilities required as part of the team that assist in the safe and efficient presentation of production and events with our Staging department in order to deliver effective technical production support services.

This role is aimed at people who have not yet commenced their professional careers and are keen to enter the Live performance industry to develop their skills in theatre production and technologies by obtaining a CUA30420 Certificate III in Live production and Technical Services with a specialist focus on staging technologies..

KEY ACCOUNTABILITIES

- Successfully incorporate workplace learning and assignments to complete the qualification CUA30420 Certificate III in Live production and Technical Services.
- Actively participate in on-the-job learning activities to support the Staging team that ensure venue and foyer productions requirements are delivered on time and Production Services related work is able to be completed. Learn how to read and follow documentation, select and assemble equipment so that technical requirements are met.
- Learn how to undertake basic fault finding, and where possible identify/isolate the faulty part, report any faulty equipment to Supervisor

- Learn how to provide basic operation of equipment for performances, events and rehearsals in all venues as needed, including writing and learning cue sheets for each performance when required.
- Learn how to properly store, clean and maintain equipment, clean and tidy storage and all backstage areas.
- Learn how to ensure technical requirements for productions are delivered safely; making WHS a high priority for all Production Services employees.
- Actively and safely contribute to the success of the Production and Events portfolio
- Collaborate and participate actively across the Production and Events teams in the provision of staging support services by showing enthusiasm, responsibility and an eagerness to learn.

KEY CHALLENGES

- Working hours will vary depending on events and will include weekends and evenings when required
- Ability and agility to work at heights and in confined spaces and ability to complete manual handling tasks.
- Work hours in accordance with the employment type of the SOH Enterprise Agreement

KEY RELATIONSHIPS

WHO	WHY
Internal	
Staging Head of Department	Direct line manager (Practical)
Production and Events Training and Assessment Manager	Report to the Training and Assessment Mentor for all elements related to learning and assessment associated with qualification studies and on the job training (Studies)
Staging Department Supervisors/Operational Supervisors	Receive guidance and support in decision making and on the job tasks to achieve accountabilities
External	
Resident company production teams	Communicate and deliver technical services as directed

ROLE DIMENSIONS

Decision Making

The role receives overall guidance and direction from the Staging Head of Department and further from the Staging Supervisors.

Reporting Line

Staging Head of Department (Practical)
 Production and Events Training and Assessment Manager (Studies)

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

To be successful in this role, you will need the following skills:

- Ability to work flexibly and enjoy working in a busy live performance environment characterised by high levels of change; adapting, learning and applying skills quickly
- Enthusiasm and eagerness to learn and progress within the Production & Events industry
- Enjoys working in a busy and complex live performance environment.
- Able to complete assigned tasks and meet team and presenter service standards
- Ability to adhere to company and safety policies, procedures and instructions.
- Literacy, numeracy and self-management skills of a level sufficient to complete the qualification
- Good communication, team building, and interpersonal skills.
- Enjoy working in teams
- Ability to prioritise and balance work and study commitments

DESIRABLE EXPERIENCE

- Some experience or knowledge of technical backstage work
- Resourceful and able to adopt a flexible, problem solving approach.
- Driver’s licence is desired but not essential.





- Ability and commitment to work on a rotating shift basis

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	Foundational
	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	Foundational
	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 Act with Integrity	Foundational	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none">• Recognise the importance of customer service and understanding customer needs• Help customers understand the services that are available• Take responsibility for delivering services that 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• Recognise that customer service involves both external and internal 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	Foundational	<ul style="list-style-type: none">• Understand project goals, steps to be undertaken and expected outcomes• Plan and deliver tasks in line with agreed schedules• Check progress against schedules, and seek help to overcome barriers• Participate in planning and provide feedback about improvements to schedules

HOW TO APPLY FOR THIS ROLE

Please email Hayley Paris at Recruitment@sydneyoperahouse.com attaching a **completed application form** (available via the link - <https://files.jobs.nsw.gov.au/7d5swj>) and your **current resume**.

Please make sure that the resume contains information on the areas listed below:

1. **Studies.**
2. **Volunteering experience.**
3. **Any work experience or tasks completed that may be relevant for this role.**
4. **Any hobbies you have that may support your interest in this role.**