Role Description
Senior Project Manager (Theatre & Systems)

Cluster	Department of Enterprise, Investment & Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 5 Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	135112
PCAT Code	2112292
Role Number	W02094R02094
Date of Approval	13 July 2023
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Enterprise, Investment & 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

The Senior Project Manager (Theatre & Systems) will form part of an integrated multi-disciplinary projects team within the Building, Security and Safety Portfolio and will be responsible for project managing the entire lifecycle of theatre projects from feasibility and planning through to delivery and handover in accordance with Sydney Opera House and Government requirements.

Working closely with subject matter experts and stakeholders across lighting, staging, sound and technology, as well as contract and asset managers, this role identifies areas of improvement within the current venues. By staying up-to-date with production and performing arts technology and best practice, and understanding the growing needs of performers and hirers as well as upcoming projects at SOH, the role will ensure that our venues are in a state of continuous improvement and meet the expectations of patrons, hirers and performers of a world class performing arts precinct.

KEY ACCOUNTABILITIES

- Manage the delivery of projects associated with the development and maintenance of the Sydney Opera House's venues including its theatre systems. Provide technical guidance to system owners and contract managers to ensure the systems and technologies remaining current and supported, and make recommendations for upgrades and improvements.
- Develop strong and collaborative relationships with stakeholders and subject matter experts at the Sydney Opera House and resident companies in order to incorporate their requirements into projects, to minimise unplanned business disruptions and to thoroughly plan, communicate and manage any planned disruptions.
- Ensure consistency in project delivery across the Building, Safety and Security Portfolio, by implementing effective and efficient project management procedures, and communicating these with other departments within the organisation.
- Develop and maintain an awareness of industry best practice and performing arts technology and equipment, including the application of leading edge and emerging technologies in regards to theatre systems and recording and broadcast in order to identify opportunities for project development opportunities and plan equipment for upgrades to ensure Sydney Opera House remains a world class Performing Arts precinct.

- Identify and develop projects to achieve Sydney Opera House objectives, which address the technical difficulty posed by the impact of changing legislative requirements (including BCA and DDA) in a unique operational environment, ageing infrastructure, the need to integrate emerging technologies with older technologies, and the operational and time restrictions that apply to project delivery in a live environment.
- Work collaboratively with the Building Commercial team to ensure that all stages project development and delivery conform to the requirements of the NSW Government Procurement Policy Framework
- Ensure a coordinated approach in relation to the technical elements of project management, preparation and review of WH&S and Environmental plans and operations of the team.
- Manage consultants and contractors throughout the project lifecycle, including ensuring that they are properly briefed and managed, regarding statutory obligations and heritage requirements and taking into account Sydney Opera House's diverse range of stakeholders with competing expectations and issues relating to project delivery timing, venue access and resource availability

KEY CHALLENGES

- Deliver projects in a unique and challenging operational environment that balances issues such as operational criticality, limitations in venue access, the impact of 24 hour operations, the diversity of projects, public visibility issues and the intensity of operations on site.
- React to situations, as they arise and in a timely manner, that have resulted from the project work that may be causing unforeseen issues with surrounding areas or impacting on, or likely to impact on, performances, rehearsals, functions or general operations.
- Manage a broad range of internal and external stakeholders with competing requirements to ensure that consensus is achieved during project development regarding agreed requirements outcome, ensuring that that these requirements are met during delivery and recorded through robust post completion documentation
- Identify how new and existing technologies can be used to improve and support venue operation.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Major Projects & Commercial	• Receive project allocation. • Receive guidance and provide regular updates on key projects, issues and priorities • Identify emerging issues/risks and their implications and propose solutions • Provide advice and contribute to decision making
Project Director, Western Renewal	• Identify emerging issues/risks and their implications and propose solutions • Receive guidance and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making
Technology Department	• Facilitate interdependencies and integration between venue systems and other SOH technology such as infrastructure, cyber security, applications, and databases. • Provide updates on project status, work and project definition requirements, asset, service, maintenance and/or functional needs and to communicate and co-ordinate activities to ensure the smooth, problem free delivery of projects.
Production Department	• Collaborate on strategic project and problem resolution. • Provide updates on project status, work and project definition requirements, asset, service, maintenance and/or functional needs and to communicate and co-ordinate activities to ensure the smooth, problem free delivery of projects.
Building Operations and Contract Manager Teams	• Provide guidance on technical requirements and deliverables within contracts • Provide recommendations for equipment and system enhancements
Asset Planning Information Management Team	• Provide of asset lifecycle and costs for venue systems.
External	

Contractors, Consultants & Suppliers	•	Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements.
Stakeholders including Presenting Partners & Business Partners	• • •	Provide expert advice on project related matters Report and provide updates on project progress Engage and consult in the resolution of project issues

ROLE DIMENSIONS

Decision Making

The Senior Project Manager provides advice and support to the Building, Safety & Security Portfolio on the successful planning and delivery of projects across the department, providing advice and receiving direction from the manager (Project Director, Western Renewal). The position is responsible for the effective, efficient and timely management of multi discipline or complex single discipline projects as allocated by the Project Director, Western Renewal and/or the Head of Major Projects and Commercial. For these allocated projects, the position has the freedom to make decisions within the boundaries of pre-approved project plans and operational plans and will bring significant issues to the attention of their manager for their input or decision.

The position is accountable for the design and implementation of project management strategies, systems, policies, procedures and service standards to support the successful project management of projects across the group and has the authority to provide guidance, mentoring and direction to other Building staff in the implementation of these.

Reporting Line
Project Director, Western Renewal

Direct Reports
Nil

ESSENTIAL REQUIREMENTS

- Tertiary qualifications in a field related to engineering, building, construction or theatre systems and relevant industry experience
- Highly advanced technical skills in theatre systems, and knowledge of current and emerging industry best practice in theatre systems and recording and broadcast. Engineering and/or building services knowledge would also be favourable, including BCA and DDA.
- Proven record of success delivering building and theatre projects, and advanced project management skills, including in planning, design management, stakeholder management and procurement.
- Knowledge of and experience working in a political environment, including the ability to think strategically and tactically and experience in considering and providing recommendations on sensitive issues.
- Substantial relationship management ability/experience, including with consultants/contractors with strong diplomacy, consultant/contractor management and interpersonal and influencing skills and experience.
- Strong interpersonal, influencing, coaching and mentoring skills and ability.
- Experience working in a political environment, including the ability to think strategically and tactically and experience in considering and providing recommendations on sensitive issues.
- Information management and documentation skills including experience in procedure development and administration.
- Advanced communication skills, including an extremely strong ability to translate technical concepts for a non-technical audience.

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	Adept
	Manage Self	**Adept**
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	**Adept**
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Adept
	Project Management	**Advanced**
People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	**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 Manage Self	Adept	• 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	Advanced	• Present with credibility, engage diverse audiences and test levels of understanding

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Translate technical and complex information clearly and concisely for diverse audiences
		• Create opportunities for others to contribute to discussion and debate
		• Contribute to and promote information sharing across the organisation
		• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
		• Explore creative ways to engage diverse audiences and communicate information
		• Adjust style and approach to optimise outcomes
		• Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position
		• Lead and facilitate productive discussions with staff and stakeholders
		• Encourage others to talk, share and debate ideas to achieve a consensus
		• Recognise and explain the need for compromise
		• Influence others with a fair and considered approach and sound arguments
		• Show sensitivity and understanding in resolving conflicts and differences
		• Manage challenging relations with internal and external stakeholders
		• Pre-empt and minimise conflict
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes
		• Make sure team/unit staff understand expected goals and acknowledge success
		• Identify resource needs and ensure goals are achieved within budget and deadlines
		• Identify changed priorities and ensure allocation of resources meets new business needs
		• Ensure financial implications of changed priorities are explicit and budgeted for
		• Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence
		• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options
		• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness
		• Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	• Identify opportunities to use a broad range of technologies to collaborate
		• Monitor compliance with cyber security and the use of technology policies
		• Identify ways to maximise the value of available technology to achieve business strategies and outcomes
		• Monitor compliance with the organisation's records, information and knowledge management requirements

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Project Management	Advanced	• 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
People Management Manage Reform and Change	Adept	• Actively promote change processes to staff and participate in the communication of change initiatives across the organisation • Provide guidance, coaching and direction to others managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these