

# Role Description

## Sound Supervisor



Cluster	Department of Planning and Environment
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	212316
PCAT Code	1119192
Role Number	W00745R00745; W02264R00745; W02246R00745
Date of Approval	26 April 2018
Agency Website	<a href="http://www.sydneyoperahouse.com">http://www.sydneyoperahouse.com</a>

### 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 holder is responsible for leading, supervising and developing technical teams to deliver outstanding sound and audio visual production for the diverse range of performances and events that are held at the Sydney Opera House. A Sound Supervisor leads, mentors and supports fellow team members, ensuring production compliance with appropriate policies and procedures. This position delivers relevant technical standards and works collaboratively within the production team to ensure the smooth and effective delivery of services, including contributing to the rostering and charging of staff and equipment to meet business demands and EA requirements. This position ensures compliance with relevant technical and WHS standards and contributes to the ongoing development of WHS awareness at Sydney Opera House.

### KEY ACCOUNTABILITIES

- Lead staff to meet venue and production needs in a multi venue performance arts centre, and provide support and advice to allow all Production Services staff to deliver goals effectively.
- Through strong leadership, ensure SOH expectations of a customer service culture within Production Services teams are being met.
- Ensure technical requirements for productions are delivered safely; making WHS a high priority for all Production Services employees including all policies, procedures and guidelines are followed.
- Develop and support effective teams in the midst of high levels of activity and change, through consistent and strong leadership of staff.
- Interpret presenters' artistic requirements to provide technical services to meet their needs and SOH expectations, within budget and time constraints.
- Communicate effectively while maintaining and developing clear and concise documentation.
- Ownership for the booking, managing, care and security of technical equipment and systems.
- Contribute to the strategic planning of the department and working on departmental projects as required.

## 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, as well as the sheer complexity of size and restrictions associated with working at SOH.

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Technical Manager	To receive overall technical direction.
Head of Sound and Audio Visual	To receive strategic and operational guidance.
Sound AV Operational Supervisor	To collaborate on event delivery and training
Sound and Audio Visual Technicians and Operators	To direct in a team- based environment.
Audio Visual Technicians and Operators	To 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.
<b>External</b>	
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 all operational audio visual problems and provide technical advice to production manager 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

Head of Sound and Audio Visual

### Direct Reports

Sound Technicians

Sound Operators

## ESSENTIAL REQUIREMENTS






- Comprehensive skills and experience (minimum 5 years) in live the theatre/entertainment industry.
- High Level of technical expertise, comprehensive skills and experience in all aspects of sound operation and design.
- Demonstrated high level supervisory skills, including a demonstrated track record of event delivery and a thorough knowledge of supervisory responsibilities under WHS.
- Great communication, team building, and interpersonal skills.
- Great organisational, analytical and decision making skills.
- Ability to work efficiently under pressure and prioritise work.
- Numerical ability and lateral thinking.
- Physical fitness, agility and ability to work at heights, good hearing and vision.
- Flexibility and commitment to continuous improvement.
- Demonstrated knowledge and application of computer related-technologies including design tools, networking protocols and Audio over IP implementation.

## 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](http://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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
 People Management	<b>Manage and Develop People</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and follow legislation, rules, policies, guidelines and codes of</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>conduct</li> <li>Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>Understand, act on and monitor compliance with information and communications security and use policies</li> <li>Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>
<b>Business Enables</b> Project Management	Adept	<ul style="list-style-type: none"> <li>Prepare clear project proposals and define scope and goals in measurable terms</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Prepare accurate estimates of costs and resources required for more complex projects</li> <li>Communicate the project strategy and its expected benefits to others</li> <li>Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b>	Intermediate	<ul style="list-style-type: none"> <li>Ensure that roles and responsibilities are clearly communicated</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage and Develop People		<ul style="list-style-type: none"><li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li><li>• Develop team capability and recognise and develop potential in people</li><li>• Be constructive and build on strengths when giving feedback</li><li>• Identify and act on opportunities to provide coaching and mentoring</li><li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li></ul>

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