

Role Description

Operations Supervisor



Cluster	Department of Premier & Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney
Classification/Grade/Band	Grade 3, Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	312999
PCAT Code	1232284
Role Number	W02772R02587; W02744R02587; W02745R02587; W02743R02587; W02742R02587; W0773R02587
Date of Approval	15 May 2018
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Premier & Cabinet. 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 supports the Building Operations Manager in the delivery of reactive and event support services. Working across a 24/7 rotating roster, the role assesses, plans and efficiently schedules reactive tasks, and operational support activities and services to ensure the reliability of service is maintained to the highest order; that appropriate quality and statutory standards, together with customer expectations, are met and the impact on operations is minimised. This position ensures the efficient allocation of resources and provides technical oversight and leadership in the delivery of reactive operational support by operations staff and contractors.

KEY ACCOUNTABILITIES

- Plan and schedule works and operational support activities, deploy staff resources to respond to building operational and maintenance issues and problems in a timely fashion. Allocation of day to day works orders via Mainpac to contractors and ensure maintenance and operational activities are monitored and efficiently delivered.
- Assist the Building Operations Manager to analyse and develop reactive task schedules and undertake general business support activities.
- Work with the Building Operations Manager to deliver the Building Operations aspects of events including the setup, management and delivery and operational support activities.
- Inspect, evaluate, make safe if licenced to do so, and/or secure the area if required and react to all building related issues as required. Repair if efficient to do so or otherwise create a work order for repair by a relevant contractor.
- Provide technical leadership to Building Operations staff and continually develop team skills by providing on the job coaching and training, troubleshoot technical issues as they arise; allocate tasks to suit business and operational needs, direct and mentor staff on work and service standards, appropriate standards of conduct, WH&S and professional development.

- Work with other members of the Building Operations team to develop and enforce Safe Work Procedures (SWPs) and Safe Work Method Statements (SWMS) and WH&S Policy to ensure the safety of staff, contractors, business partners and patrons.
- Administrative tasks such as: ensuring the effective use of the Mainpac Maintenance Planning System to plan and record all maintenance activity; assist in developing, monitoring and reporting on maintenance and operational support measures; allocate and administer staff resources; managing allocated budget and resources; ensuring the procurement of materials and services in line with SOH Procurement Policy; and ensure the appropriate cost recovery of operational and event support expenses through internal and external stakeholders.
- Review, adhere too and maintain relevant Building Portfolio safe work procedures (included but not limited to confined space, working at heights, penetration permits etc) and review and comment on contractor safe work procedures to ensure compliance with SOH policies and procedures and to maintain the highest level of safety at SOH.

KEY CHALLENGES

- Plan and efficiently schedule reactive operational tasks, including project and operations support activities to ensure that customer expectations are met and the impact on operations is minimised.
- Work across a 24/7 rotating roster and sharing accountabilities with other Operations Supervisors to ensure consistency and completeness of all works.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Building Operations Manager	To receive job direction, provide technical support, arrange resources, provide/receive feedback, daily administrative reports and make recommendations
Duty Technicians	To provide direction and support, provide technical support, assign tasks, provide feedback, and daily management of workload
Service Centre Operators	To provide technical support, help with assigning tasks, and to provide feedback on closed out work orders.
General Staff	To provide and coordinate customer service, collaborate and occasionally lead the delivery of allocated works and projects, work together on cross function group work and ensure continuity of work with colleagues.
External	
Stakeholders (Clients, Patrons and Visitors)	To liaise on the delivery of allocated works and projects.
Contractors	To work alongside/occasionally supervise on works/projects and monitor to ensure work completed complies with SOH standards.

ROLE DIMENSIONS

Decision Making

The Operations Supervisor takes a lead role in the planning and scheduling of reactive operational activities and operational support, making recommendations and seeking approval of these plans by the Building Operations Manager.

The position works in close partnership with the other members of Building Operations including the Service Centre to coordinate customer care and administration and ensure all reactive works and operational support are effectively carried out by staff and/or contractors to meet customer expectations and minimise operational disruption.

The position shares accountability with the other Operations Supervisors to appropriately hand over shifts and to coordinate, allocate and monitor the delivery of works and reactive tasks. The position has the freedom to make decisions regarding the short term rostering, coordination and delivery of reactive and operational support by the operational team, including re-allocating and initiating corrective tasks as required.

The position provides technical guidance and support to the other members of the operational staff to ensure work is completed safely, on time and to a high standard. The position has the authority to act on serious breaches of safety and/or risk to the SOH building.

Reporting Line

Building Operations Manager

Direct Reports

Duty Technicians

ESSENTIAL REQUIREMENTS




- Minimum 5-years' experience in the planning and delivery of building and operational support in a multiple disciplinary operation (preferably in a complex, high profile and high visitation public building), with relevant qualifications in engineering/building / facilities management or equivalent trade experience.
- Extensive resource management experience including analysing needs and allocating resources in a building operational environment.
- Strong experience in the use of Maintenance Planning Systems (such as Mainpac) to plan, schedule and administer operational activity.
- Proven experience in supervising and overseeing the work performed by contractors, including minor procurement, monitoring the standard of works delivered and adherence to budget, safety and other corporate policies.
- Strong appreciation of heritage and conservation issues encountered in high profile buildings.
- Proven skills and experience in the management and leadership of staff including team building, coaching, mentoring, performance management, conflict resolution and managing cultural change.
- Strong problem identification and problem solving experience in an operational environment.
- Well-developed interpersonal and communication skills.
- Strong customer service standards and ethics, including proven ability to manage expectations and ensure regular updates on job delivery.
- Extensive knowledge of relevant building legislative (e.g. BCA, DDA and WH&S).
- Strong WH&S standards and focus, including experience developing policy and procedures and establishing and implementing Safe Work Procedures (SWPs) and Safe Work Method Statements (SWMS).
- Ability to work shifts outside of normal business hours to cover a 24/7 roster



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	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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	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 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

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Co-operate across work areas to improve outcomes for customers 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	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> 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
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans
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