

# Role Description

## Programming Coordinator



Cluster	Department of Enterprise, Investment and Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 1, Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	212112
PCAT Code	1119192
Role Number	SOH2178
Date of Approval	1 June 2023
Agency Website	<a href="http://www.sydneysydneyhouse.com">http://www.sydneysydneyhouse.com</a>

### ABOUT YOUR NEW WORKPLACE

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.

We are committed to building a diverse and inclusive workforce. Almost ten years ago, the Opera House became the first performing arts organisation in Australia to launch a [Reconciliation Action Plan](#) (RAP). While we have made progress in that time, we need to continue driving meaningful, sustainable positive change to achieve a shared sense of belonging for all. In 2021, the Opera House launched a [Diversity, Inclusion & Belonging](#) (DI&B) Strategy. We are committed to doing all we can to inspire and bring about change and achieve our DI&B vision: The Sydney Opera House – who we are and everything we do – reflects and respects the diversity of the community.

Applicants must be of Aboriginal and/or Torres Strait Islander descent, identify as being an Australian Aboriginal and/or Torres Strait Islander and accepted in the community.

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

### PURPOSE OF THE ROLE

In this role, you'll be working with SOH Presents (SOHP) which is the Opera House's internal programming department, producing over 150 different events each year across the genres of Contemporary Music, Talks & Ideas, Children Families & Creative Learning, Contemporary Performance, Digital Programming and First Nations Programming.

There is plenty to learn and be involved in - you will work across all art forms and be responsible for providing a range of support to ensure the efficient delivery of SOHP festivals and artistic programs, including artist liaison, planning and scheduling, logistics, and administration. A key project for the position will be supporting the DanceRites festival. DanceRites is Australia's National Dance Competition that highlights the diversity and continued cultural practices of Australia's First Peoples, bringing together First Nations community groups from around Australia to compete and perform.

SOHP encourages applicants with non-arts backgrounds to apply and are open to flexible working arrangements.

## WHAT WILL I BE DOING?

**In your new role, we will help you learn to do the following:**

- Provide administrative and operational support on SOHP projects as assigned, including coordinating artist requirements; travel and logistics; hospitality; ground transport; assistance in the venue during each event; and work across different SOH departments, and much more.
- Work with facilitators, participants, production and technical crew to coordinate projects, and prepare and distribute contracts and schedules as required
- Prepare, distribute and update logistics, accommodation and transport schedules; and other key planning and scheduling documents
- Provide dependable on-the-ground assistance for assigned events, this includes rostered evening performances and weekend performances on occasion
- Ensure all artist and project-based payments are accurately entered into the SOH procurement system (iPos) and that all payments are made on time; plus assist artists/artist management with superannuation and taxation matters. You will get all the training and support you need to learn these systems.
- Assist in the preparation of accurate and on-brand collateral including but not limited to signage and programmes
- Assist in the preparation of reports and other forms of material for use by other members of the SOH Presents team
- Attend project meetings and circulate minutes and action items following meetings as required.

## WHAT ARE SOME CHALLENGES?

**In this role, you will learn to:**

- Balance multiple projects at once, each with competing timelines and priorities
- Balance office-based administrative tasks with on-the-ground event support, ensuring that both are undertaken with diligence and timeliness
- Complete all tasks on time and on budget; escalating potential issues as appropriate.

## WHO AM I WORKING WITH?

WHO	WHY
<b>Internal</b>	
Head of Operations and Business Management, SOHP and Team Leader, Programming Coordinators	To respond to directions from this role on all matters; receive guidance and instruction; discuss work allocation and performance; provide advice on all administrative and operational issues in relation to the SOH Presents team and programming; provide support and cooperation in the achievement of the teams goals and operations.
Director, Programming	To respond to directions on all matters; undertake any work assigned.
Program Heads & Producers	To receive information, guidance and instruction regarding allocated projects; proactively support the needs of these roles; ensure integration of activities across the whole of the SOH Presents program.
Finance Business Analysts	To respond to directions on all financial and compliance matters, undertake any work assigned.
Production & Account Managers	To work collaboratively in the on-the-ground delivery of projects.
Other Programming Staff	To work collaboratively and ensure other staff working on projects have what they need to do their jobs effectively to support projects.
<b>External</b>	
Artists & Art Companies	To ensure that artists under contract to SOH are treated respectfully and warmly, and their expectations and needs are met, resulting in a memorable and enjoyable performance at SOH.

WHO	WHY
Resident Companies, Presenters, Producers, and Promoters	To discuss projects, develop and maintain networks.
The Arts/Entertainment Industry, Media and the General Public	To represent SOHP as a point of contact for general queries.

## ROLE DIMENSIONS

### Decision Making

The Programming Coordinator is accountable to the Head of Operations and Business Management; receives operational supervision from the Team Leader Programming Coordinators; and works closely and follows the direction of the relevant Producer on a day-to-day basis. The position will be assigned work as required by the Head of Operations and Business Management and/or the Team Leader, and given clear parameters within which to work. The Programming Coordinator may make decisions on day to day administrative issues and event delivery consistent with relevant SOH policies and procedures and directives.

### Reporting Line

Head of Operations and Business Management, SOHP

### Direct Reports

Nil

## IS THIS ROLE RIGHT FOR ME?





- Applicants must be of Aboriginal and/or Torres Strait Islander descent, identify as being an Australian Aboriginal and/or Torres Strait Islander and accepted in the community.
- Experience in delivering or collaborating on an arts program with First Nations engagement/projects is desirable but not essential.
- A passion for and experience in the performing arts.
- Strong communication and interpersonal skills, both with internal and external stakeholders; plus a 'customer first' approach to all tasks and situations.
- Highly developed and demonstrated attention to detail when undertaking all tasks.
- Ability to remain calm under pressure and work in a fast-paced, challenging arts venue environment.
- Demonstrated experience and competence in the provision of administrative and operational support in a busy, demanding environment.
- Ability to apply procurement policies and an understanding of budgeting and financial management. (You will get all the training and support you need to learn these policies and systems).
- Highly developed organisational and time management skills, with the ability to work both independently and within a team environment
- Advanced skills in Microsoft Office required; experience using database and event management software highly regarded. (You will get all the training and support you need to learn these systems).
- Prior experience in production, stage management, travel and logistics, and/or artist liaison roles highly regarded.
- A Current NSW Working With Children's Check or the potential to apply for one if successful, as the position will support some projects that involve young people.

## CAPABILITIES FOR THE ROLE - these are the skills and capabilities you will be using and developing in your 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>Foundational</b>
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>

### 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	Foundational	<ul style="list-style-type: none"> <li>Be open to new ideas and approaches</li> <li>Offer own opinion, ask questions and make suggestions</li> <li>Adapt well to new situations</li> <li>Do not give up easily when problems arise</li> <li>Stay calm in challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others health and safety</li> <li>• Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>