

# Role Description

## Stage Manager



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 3
Kind of Employment	Enterprise Agreement – Ongoing & Casual
ANZSCO Code	212316
PCAT Code	1119192
Role Number	SOH3197
Date of Approval	October 2024
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 Department of Creative Industries, Tourism, Hospitality and Sport. 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 committed to making child safety and wellbeing an integral part of our culture. This commitment is reflected in our policies and procedures and will be embraced and embedded across all our operations and practices. Regardless of the role, providing a safe environment for our youngest visitors is a shared responsibility.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be **Everyone's House**; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (**Creativity, Courage, Inclusivity, Integrity, Collaboration and Care**):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

### PURPOSE OF THE ROLE

The role is responsible for successfully stage managing events in accordance with industry standards, SOH policies and procedures. The role provides leadership and supervision of performers and production crew during rehearsals and performance.

This role builds effective team rapport across all service departments to deliver consistent standards and high levels of customer service and assess and resolve problems, prioritise, make, justify and explain decisions with confidence while under pressure.

### KEY ACCOUNTABILITIES

- Provide professional stage management services to hirers and SOH departments.
- Fulfil administrative, record keeping and reporting requirements including the stage manager's report, up-to-date cue reference material and plans to integrate technical services to enable the smooth running of the productions. Ensure all documentation is distributed and filed.
- Develop and maintain strong relationships and communication between Stage Management and other SOH departments, hirers and producers. This includes constant consultation to integrate artistic expectations and technical requirements, supervise and coordinate crews, negotiate, influence and resolve problems.
- Maintain high quality stage management standards and contribute to the development of SOH Stage Management policies and procedures, including ensuring that WH&S standards are maintained for the Stage Management team, performance and production crew.
- Proactively manage the dressing room areas, and monitor the use of SOH assets to ensure adequate protection against damage and take remedial action where appropriate.

- Act as a fire warden, and undertake the responsibilities assigned under the emergency evacuations procedures, participate in evacuation drills within venues, in order to facilitate a safe environment for staff, hirers and patrons in line with WH&S requirements.
- Foster the development of a workplace environment that enhances development, responsibility and contribution and promotes information sharing and learning.

## KEY CHALLENGES

- Working in a Live Theatre environment in a multi-venue centre, balancing challenging variables, such as irregular and long shifts, the need for concentration and attention to detail, and live performance deadlines.
- Operate within a dynamic and fast paced environment, with competing work priorities.
- Responding to changing requirements and making decisions with confidence while working under pressure.

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Head of Stage Management	To receive direction and guidance on priorities, projects and areas of development.
General Manager, Event Operations & Planning	To receive direction and advice and to establish priorities. To provide and receive information.
Event Operations & Planning	To work collaboratively to ensure the efficient dissemination of information about the events and clients.
SOH Presents	To take appropriate action to meet the requirements of creative and technical participants including where necessary, supporting client Stage Managers.
Production Services Management and Staff	To work collaboratively, contributing to the successful delivery of events.
Theatre Managers and Front of House	To work collaboratively, contributing to the successful delivery of events.
SOH Departments	To provide feedback, information and follow up on facilities management services, including Building Operations, Fire & Safety and Security.
<b>External</b>	
Venue Hirers	To work collaboratively, contributing to the successful delivery of events.
External Stage Managers	To work collaboratively, contributing to the successful delivery of events.

## ROLE DIMENSIONS

### Decision Making

This role has the autonomy on making decisions on day-to-day issues relating to the provision of professional and efficient stage management services to hirers in line with established SOH and Stage Management protocols and procedures.

This role has regular opportunity to seek direction and professional guidance from the Head of Stage Management and to provide professional input in relation to policy and day-to-day stage management issues.

This role works collaboratively as part of a multi-disciplinary team to deliver productions and may seek the input of this team in making decisions affecting the work performed. The position is ultimately responsible for the technical integrity of a performance/event and is empowered to make decisions affecting all performers and technical crew during the rehearsal/performance process.

### Reporting Line

Head of Stage Management

### Direct Reports

Nil

## ESSENTIAL REQUIREMENTS

- Tertiary qualifications in Stage Management and/or demonstrated significant stage management expertise
- Demonstrated organisational, time management and prioritisation skills, including ability to multi-task.
- High level of commitment to hirers needs.
- Good knowledge of stagecraft and general knowledge of different sectors of the industry.
- Strong written and verbal communication and interpersonal skills, good people management skills including leadership skills.
- Demonstrated conflict management, negotiation and problem solving skills, capacity for lateral thinking.
- Ability to work well in a team and flexible work environment.
- Understanding of WH&S systems and process and interpreting risk assessments.
- Experience in a multi-purpose facility and score reading abilities highly desirable.
- **A valid WWCC clearance.**






All SOH staff have a responsibility to raise any child safety concerns they may have and comply with all legislative obligations that apply in relation to reporting child abuse. All staff engaged in child-related work are “mandatory reporters” and must comply with the reporting obligations outlined in [SOH's Child Safety Framework](#), in particular the Child Safety Complaint Handling Procedure.

## 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>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	<b>Optimise Business Outcomes</b>	<b>Advanced</b>
	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
<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 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	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	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> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Results</b>	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Demonstrate Accountability		<ul style="list-style-type: none"><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>