

Role Description

Event Operations Coordinator



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry and Environment
Division/Branch/Unit	Place Design and Public Spaces/Sydney Olympic Park Authority
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	225112
PCAT Code	133492
Date of Approval	November 2018 (updated October 2020)
Agency Website	www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

As a world-leading precinct built on the legacy of the Sydney 2000 Olympic Paralympic Games, Sydney Olympic Park is diverse and carefully-planned, bringing together the best in residential living, sport, entertainment, recreation, business, education and the environment, right in the heart of global Sydney.

Sydney Olympic Park Authority are custodians of the Park, with a strong commitment to creating a vibrant, sustainable community within an unequalled destination for sport, entertainment, recreation and business and one of Australia's largest and most diverse urban parklands.

Sydney Olympic Park Authority is part of the Office of Sport which is an Executive Agency in the Department of Industry cluster of the NSW government. The Authority has five business units:

1. Commercial
2. Asset Management and Environmental Services
3. Venue Management, and
4. Place Management

Place Management

The Place Management team drives a place-led approach to managing, activating and developing Sydney Olympic Park by bringing the voice of the community and valued customers to the heart of decision making, nurturing our "best" advocates and facilitating authentic experiences that promote the Park's compelling story

and connects community to our place. Whether day-to-day operations, program delivery, stakeholder engagement or major events, the team seeks new ways to keep customers safe, improve their experience and enrich their memories of our place.

The Place Management team is responsible for:

- Creation and facilitation of a range of place activations throughout the precinct;
- Developing a diverse range of programs to support education, environment parklands, arts culture, heritage and Olympic legacy
- Lifestyle membership program for local workers, residents and students
- Community engagement and customer service
- Precinct operations, traffic transport management, major event and venue support and public safety

Primary purpose of the role

The Event Operations Coordinator provides event operations and event logistics to support venue and public domain events in the park.

Key accountabilities

- Coordinate the delivery and facilitate the staging of non-venue events, activities and third-party events within any part or the whole of the parklands and township to ensure effective and efficient site operations.
- Deliver the assigned operations coordination function, with a focus on procedural compliance, effective communication, detail, accuracy of work, working within time and resource constraints and continuous improvement.
- Provide prompt and accurate information, reporting, and advice on events and other operational matters likely to impact significantly on one or more site operations, asset management or visitor programs to ensure effective operations of events.
- Maintain a Master Event Calendar capturing all event type activities from the Public Domain and within venues across Sydney Olympic Park, as required by Manager Precinct Coordination.
- Prepare regular Event Calendar updates and communicate key elements to identified internal and external stakeholders according to an agreed timetable or schedule.
- Coordinate all precinct operations input to commercial activities in the public domain associated with short term and long term licence occupations in accordance with SOPA's Event Capability Framework, the SOPA Act and other relevant requirements, including public notification and consultation
- Assess, deliver and administer the filming and licences coordination function to ensure compliance with relevant policies, as required by Manager Precinct Coordination.
- Represent SOPA Events and precinct coordination in liaison with appropriate representatives from the range of venues and premises in the park to ensure the sharing, checking, confirming and conveying of appropriate event or site management information and commitments.

Key challenges

- Anticipating and responding adequately to competing demands from stakeholders and event operational logistics and capability.
- Managing event venue relationships to ensure accurate and timely advice on event issues.
- Ensuring effective support of the planning, management and co-ordination of high profile events in a safe and efficient manner when thousands of stakeholders descend on the park.

Key relationships

Who	Why
Internal	
Manager Precinct Coordination	<ul style="list-style-type: none"> Escalate issues, keep informed, advise and receive instructions Provide regular updated on key projects, issues and priorities
Work team	<ul style="list-style-type: none"> Ensure an integrated organisation approach/ participate in meetings to represent work group perspective and share information
Marketing	<ul style="list-style-type: none"> Provide operational information considered critical for communicating to the public
Place Making	<ul style="list-style-type: none"> Coordination development and implementation of traffic and transportation management plans Provide accurate and timely information to staff
External	
NSW Police, contractors, onsite businesses, transport operators, suppliers, Roads and Maritime, Transport NSW, general public	<ul style="list-style-type: none"> Traffic planning, operations, liaison, delivery of infrastructure services

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager Precinct Coordination

Direct reports

NIL

Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business area.

Essential requirements

- Current driver's licence together with certificates for RMS Traffic Controller, Implement Traffic Control Plans, Prepare Work Zone Traffic Management Plan.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role.

These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration Build cooperation and overcome barriers to information sharing and communication across teams and units Share lessons learned across teams and units Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work 	Adept

		<ul style="list-style-type: none"> Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	
 <p>Results</p>	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	Adept
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational