Role Description
Production Services 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 – Temporary
ANZSCO Code	212112
PCAT Code	3119192
Role Number	SOH2242
Date of Approval	September 2023
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

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.

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 role is responsible for providing a range of administration and coordination services to support the Production and Events team in the efficient and effective delivery of business operations.

The role is also responsible for disseminating business critical event information to the relevant Production and Events teams and collates and records charges for Production labour, equipment and services for operational work.

KEY ACCOUNTABILITIES

- Provide administrative support to the Production and Events team and staff as necessary, according to the requirements of each department, including managing and/or sourcing consumables inventory, administering charge sheets and forms, preparing crew charge sheets from rosters, verifying cabcharge accounts and managing staff locker allocations.
- Ensure that hirer charging information is received and any discrepancies resolved in a timely fashion to meet invoicing deadlines. Ensure that hirer charging information is entered into the event management system (EBMS) within contracted invoicing deadlines with an accurate audit trail.
- Provide general departmental administration, including management and maintenance of office equipment supplies and stationery, invoice processing, credit card management, purchasing and requisitions and corporate record management (CM9), as well as providing support for basic accounting tasks.
- Assist with coordinating orientation for new staff members as required.
- Ensure that all employees are supplied with correct clothing and personal equipment while managing the clothing stores to maintain adequate stock levels etc.
- Be available as a source of information for staff to respond to queries and requests.
- Provide support to assist in the preparation of the monthly Portfolio newsletter, taking meeting notes and creating presentations and other material as required.

KEY CHALLENGES

- Prioritise and balance competing work priorities to deliver work to agreed deadlines.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Administration & Systems Manager	For day-to-day guidance and assignment of work tasks, approvals for purchase orders and resolution of issues.
Production Services Management Team	To provide support and guidance for the efficient and effective running of the department.
Production Services Staff	To provide information and guidance to encourage correct completion of administrative tasks by staff.
Production Managers	To collate cross-check and verify information for hirer charging and maintenance records. To disseminate information from hirers and other clients.
Internal Departments	To provide a single point of contact for resolution of issues affecting Production & Events including liaison with Technology, Procurement and Building Operations.
External	
External Clients/Suppliers	To establish and maintain relationships with external suppliers and ensure high level of customer service in all contact with external clients.

ROLE DIMENSIONS

Decision Making
This role is accountable for the provision of administrative coordination and support across a number of identified areas.
The role has autonomy in making decisions on day-to-day administrative issues consistent with relevant SOH internal policies and procedures. This role is required to rely on knowledge of the departments operations, the criticality of tasks and their own judgement in deciding on prioritising work demands and competing tasks.

Reporting Line
Administration and Systems Manager

Direct Reports
Nil

ESSENTIAL REQUIREMENTS

- Excellent oral and written communication skills and a high degree of interpersonal skills.
- The capacity to work effectively with senior management.
- Strong organisational and time management skills.
- High degree of customer focus to help build relationships both internally and externally.
- Ability to question current systems, and suggest and implement improvements where necessary.
- Demonstrated computer and software application skills, particularly MS Office with EBMS, iPOS, CM9, Concur highly desirable.
- An ability to work independently and as a member of a team to deliver competing priorities.
- Ability to analyse information to provide meaningful research and basic reports.
- Demonstrated ability to work with attention to detail.
- Ability to prioritise conflicting tasks and perform under pressure.

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**	**Intermediate**
	Act with Integrity	**Foundational**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Foundational**
	Commit to Customer Service	**Foundational**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	**Foundational**
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	**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**
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Foundational	• Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	• Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships	Foundational	• Understand the importance of customer service

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Commit to Customer Service		• Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Plan and Prioritise	Foundational	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Project Management	Intermediate	• 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