

# Role Description

## Theatre & Precinct Duty Technician



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	342313
PCAT Code	1332292
Date of Approval	December 2023
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 NSW 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 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

This role works as part of a team to provide technical support to the production departments, venue hirers, and wider organisation, as the front line of the Theatre & Precinct department of the Technology portfolio. This position is a multi-skilled theatre technician focussed on supporting the different theatre disciplines including staging, lighting, sound/AV, and recording and broadcast, as well as delivering small-scale events independently. It provides first-level quick-response operational support for theatre systems and infrastructure.

This position is the first responder for all reactive maintenance requests for production related technical assets and will be required to assist with proactive maintenance requirements. It provides exceptional customer service across the business by supporting events, working on projects, managing technical equipment, and assisting with maintenance.

This role upholds relevant technical and WH&S standards and contributes to the development of WH&S awareness. It also contributes to the management, development, and security of technical equipment and assists in the development of skills and standards to meet presenter and SOH expectations.

### KEY ACCOUNTABILITIES

- Operate and set up of theatre and broadcast systems in live performance situations, including system design and configuration in all theatres and performance spaces.
- Contribute to the planning, prioritisation, and delivery of technical works and assist with routine preventive maintenance and repairs to equipment as required.
- Provide technical support and advice including emergency repairs to equipment, fault diagnosis, temporary rectification works, and post-incident follow up.
- Complete regular reports and ensure technical data, drawings, and service manuals are up to date; assist in the development of standard operating procedures.

- Carry out installation and modification work in collaboration with the Theatre and Precinct Supervisors.
- Meet SOH expectations by contributing to the customer service culture within the Technology department.
- Ensure technical requirements for productions are delivered safely; making WH&S a high priority.
- Properly store, clean, and maintain equipment, as well as keeping all storage and backstage areas clean and tidy.

## KEY CHALLENGES

- Working in a dynamic live theatre environment, balancing challenging variables, such as irregular and long shifts, physical work, and live performance deadlines, as well as the complexity of size and restrictions associated with working at SOH.

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Head Of Infrastructure & Theatre Technology	To work within a department of diverse technical domains to achieve strategic goals.
Theatre & Precinct Duty Lead	To receive strategic and operational guidance, and to work as directed in a team-based environment.
Theatre & Precinct Systems Supervisors	To receive operational guidance, and to work as directed in a team-based environment.
Production Services Technical Staff	To work with production departments to achieve the technical and creative aims of event planners.
<b>External</b>	
Clients	To collaborate on technical implementation of production requirements.

## ROLE DIMENSIONS

### Decision Making

The role has responsibility to follow documentation and direction from the Theatre & Precinct Duty Lead, Theatre & Precinct Systems Supervisors, Production Managers or Stage Managers to achieve a technically smooth and competent production. The role may plan tasks and lead small teams to achieve these. The position has the responsibility to operate equipment to the highest standard to the satisfaction of the Theatre & Precinct Duty Lead, Theatre & Precinct Systems Supervisors, the Head of Infrastructure & Theatre Technology, and to the client's needs and expectations.

### Reporting Line

Theatre & Precinct Duty Lead

### Direct Reports

Nil

## ESSENTIAL REQUIREMENTS





- Comprehensive skills and experience (minimum 3 years) in several professional production services disciplines including staging, lighting, sound, AV, communications or broadcast.
- Ability to perform key Theatre & Precinct duties, including incident response, customer service, and being an interdisciplinary technician on duty, to the highest standard.
- Good working knowledge of communications and signal transport systems, including two-way radios; paging and cue light systems; audio and video switchers, routers, and matrices; wired and wireless intercoms; and IP networks.
- Ability to interpret and create relevant event documents and implement technical requirements.
- Ability to lead small teams to execute an effective and efficient outcome.
- Physical fitness, agility and ability to work at heights.
- Ability and commitment to work on a rotating ad hoc shift basis.
- Demonstrated ability to work cooperatively within teams and across disciplines to meet event requirements.
- Good communication skills and well-developed interpersonal skills.
- Commitment to abide by Opera House policies, particularly WHS procedures including manual handling techniques.
- Demonstrated knowledge and application of computer-related technology.

## 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
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	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.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond in a reasonable way</li> <li>Work through challenges</li> <li>Stay calm and focused in the face of 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>

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	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> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</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> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</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>