

Role Description

Deputy Head of Sound AV



Cluster	Department of Enterprise Investment and Trade
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4, Level 1
Kind of Employment	Enterprise Agreement- Ongoing
ANZSCO Code	139999
PCAT Code	1119192
Role Number	SOH2325
Date of Approval	24 March 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 Deputy Head of Sound AV (Deputy) is responsible for overseeing the day-to-day operations for Sound AV. They are also the subject matter expert to support the Event Operations department in short to mid-term scoping and technical questions relating to Sound AV.

The Deputy provides leadership in the delivery of technical services by assisting in the development of systems and standards that are customer-focused and support performers to achieve excellence. The Deputy supports the Head of Sound AV to foster a culture of continuous learning, personal development, and technical excellence. The Deputy ensures compliance with relevant technical and WHS standards and contributes to the ongoing development of WHS awareness at the Sydney Opera House.

KEY ACCOUNTABILITIES

- Provide guidance and advice to departmental staff to enable the achievement of objectives, day-to-day operational activities and provide support for people-related matters.
- Oversees the Sound AV roster for technical staff based on skills, event and Sound AV requirements, and the EA to deliver outstanding production services in a multi-venue performing arts centre, including responsibility for leave management and co-ordinating safety KPIs.
- Manage the booking, care and maintenance of Sound AV equipment and systems.
- In conjunction with the Head of Sound AV, Training and Assessment Manager, staff and other internal stakeholders, align training requirements with individual needs and departmental operational requirements.
- In liaison with the Head of Sound AV, manage maintenance budget including order generation and record keeping.
- Provide strong leadership and ensure Opera House expectations of a customer service culture within all production teams are being met.
- Ensure technical requirements for productions are delivered safely, making WHS a high priority for all Production Services employees including all policies, procedures and guidelines are followed.
- Contribute to the strategic planning of the Sound AV and work on departmental projects as required.
- Clear and concise documentation and record keeping.

KEY CHALLENGES

- Manage the effective operation of the Sound AV with clear and concise direction amid high levels of activity and change.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Sound AV	Receive strategic and overall technical direction.
Sound AV Supervisors	Direct in a team-based environment. Direct on event delivery and training.
Sound AV Senior Technicians and Technicians	Direct in a team-based environment.
Operational Supervisors – Production Services	Direct in a team-based environment.
Event Operations and Planning	Work closely with for rostering, scheduling and charging, facilitate third-party hires as required and event operations, show delivery and conception.
Administration & Systems Coordinator	Collaborate on rostering and charging procedures.
External	
Clients	Collaborate on all aspects of production requirements.

ROLE DIMENSIONS

Decision Making

The Deputy Head of Sound AV has the responsibility for making decisions about the planning, prioritising, allocating and communication of work to all rostered staff in line with operational and technical requirements. It works closely with the Head of Sound AV and advises on decisions about Sound AV strategy, keeping into consideration the needs of internal and external stakeholders.

This position has the responsibility to resolve all operational problems and provide technical advice to Event Operations and clients, to deliver the best outcome.

The position can accommodate or decline client requests based on technical or safety problems in consultation with the Opera House Production Manager and/or Stage Manager.

Reporting Line

Head of Sound AV

Direct Reports

Sound AV Senior Technicians
Sound AV Technicians
Sound AV Casual Technicians

Indirect Reports

Sound AV Supervisors
Operational Supervisors - Production Services

ESSENTIAL REQUIREMENTS

- At least 2 years experience in managing technical staff in a fast-paced environment
- High level of technical expertise, comprehensive skills and at least 5 years experience in all aspects of Sound AV, including:
 - All aspects of Sound design and operation, including sound system design and verification.
 - Tertiary level qualifications in Sound Engineering
 - Ability to interpret, create and modify technical drawings and design files
 - Working knowledge of event-related AV systems.
- Demonstrated knowledge and experience in staff rostering and operational planning.
- Demonstrated high-level leadership skills, including a track record of event delivery and a thorough knowledge of supervisory responsibilities under WHS and wellbeing.
- Excellent communication, team building and interpersonal skills.
- Excellent organisational, analytical and decision-making skills.






- Ability to work efficiently under pressure and prioritise work in a fast-paced environment while maintaining key long-term deliverables.
- Flexibility and commitment to continuous improvement.

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	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • 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 Technology	Adept	<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 • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements• Prepare accurate estimates of costs and resources required for more complex projects• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none">• Ensure that roles and responsibilities are clearly communicated• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues