

Tour Guide (Mandarin, Japanese & Korean)

Visitor Experiences

Cluster	Department of Trade & Investment
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 2 Level 1
Kind of Employment	Enterprise Agreement - Temporary
ANZSCO Code	451412
PCAT Code	1119192
Role Number	Various
Date of Approval	January 2023
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

Sydney Opera House is an Executive Agency of the NSW Department of Trade and Investment, Regional Infrastructure and Services (known as NSW Trade & Investment). Sydney Opera House is operated and maintained for the Government of New South Wales by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

Our Mission - Sydney Opera House embodies beauty, inspiration and the liberating power of art and ideas. It is a masterpiece that belongs to all Australians. We will treasure and renew the Opera House for future generations of artists, audiences and visitors. Everything we do will engage and inspire people through its excellence, ambition and breadth. We will strengthen our central role in Australia's life and identity.

PURPOSE OF THE ROLE

The primary role of the Tour Guide is to oversee and conduct inspiring and engaging guided tours of Sydney Opera House for visitors who have booked as part of a group or who arrive at Sydney Opera House for a day visit. Tour Guides research and plan individual tours and visitor information services to meet specific needs. Tour Guides also conduct special tours for particular interest groups, such as architectural, technical, theatrical, and for those with particular disability requirements.

Tour Guides provide a supportive role for the marketing arms of our Resident Companies and various Commercial Partners associated with Sydney Opera House, and they actively promote Sydney Opera House products and services on all tours. The Tour Guide has a custodial accountability for the implementation of Sydney Opera House Security and Occupational Health & Safety standards. These standards are maintained while conducting tours. The Tour Guide provides advice and assistance when problems arise. Problems beyond the Tour Guides' knowledge are referred to the appropriate area of expertise.

KEY ACCOUNTABILITIES

- Plan and conduct a variety of guided tours of the House for a range of visitors with diverse needs while maintaining flexibility, cultural sensitivity, and a strong customer service focus.
- The Tour Guide is accountable for following guidelines set by their supervising team to ensure the safety of patrons and the integrity of the building.
- Support the marketing arms of Resident Companies, Commercial Partnership and other business groups associated with Sydney Opera House.
- Actively promote Sydney Opera House products and services. This includes the promotion of tours, performances, commercial activities and other associated businesses.
- A working knowledge of and commitment to Occupational Health & Safety and Emergency and Evacuation procedures is required.
- Responsible for creating a welcoming atmosphere with all visitors that remains professional and enhances the image of Sydney Opera House.
- Effectively managing challenging situations.
- Adherence to Sydney Opera House "Code of Conduct" and "Harassment, Bullying and Violence in the Workplace Policy" at all times.

KEY CHALLENGES

- The Tour Guide has a custodial accountability for people within their care on a tour and during events in relation to the implementation of the Emergency and Evacuation procedures and Occupational Health & Safety standards. These standards are maintained while conducting tours. The Tour Guide provides advice and assistance when problems arise.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Tours Operations Manager	To receive direction, feedback and approval and provide information and support on operational and service improvement initiatives.
Tours Operations Duty Supervisor	To receive direction on all day to day operational and service delivery issues, share information, support improvement initiatives and receive tour delivery, content and general performance feedback and development.
Tours Team Leader	To receive direction on all day to day operational and service delivery issues, share information.
External	
General Public	To provide all visitors to Sydney Opera House a professional guiding experience; proactively engage with customers, represent Sydney Opera House and provide a warm welcome and information service that ensures visitors receive an inspiring and informative experience.
Internal Departments	To liaise on the delivery of customer service, problem resolution and service improvements.

ROLE DIMENSIONS

Decision Making

The Tour Guide works as part of the Tours & Retail team and receives overall and day-to-day direction from the Tours supervising team in relation to the position's expectations, key deliverables, priorities, responsibilities and overall performance. The position has the freedom to operate within clearly defined role parameters and day-to-day work goals, activities and performance targets. The position has ready access to more senior members of the group should complex issues arise or clarification be required. The position has the ability to make day-to-day decisions in regards to prioritising activities to ensure that deadlines are met.

Reporting Line

Tours Operations Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Strong language skills as a native or NAATI accredited Mandarin, Japanese and Korean speakers, with fluent English skills.
- Highly developed front line customer relations and service delivery skills with demonstrated experience and strong commitment to providing service excellence in a dynamic and customer orientated, preferably in a high volume and high visitation operational service environment and/or within the tourism industry.
- Previous Guiding experience is not an essential requirement.
- Proven experience and success in the delivery of customer service to a high volume of international visitors of cultural diversity, with patience, respect, and a flexible approach and manner.
- Highly developed and articulate communication, interpersonal, public speaking and presentation skills, including a degree of creativity both practically and artistically and an ability to improvise whilst ensuring delivery of key messages.
- Capacity to work unsupervised and effectively manage challenging situations, including an ability to think quickly, make appropriate decisions and resolve any customer issues.
- Strong team work skills and approach, including working together cooperatively; acknowledging other's personal styles, motivations and abilities in order to achieve business objectives
- Effective time management, planning and organisational skills, including an ability to prioritise tasks and workloads on a daily basis.





- Strong promotional skills in order to promote the diverse range of Sydney Opera House products and services.

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
 Business Enablers	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Foundational	<ul style="list-style-type: none"> • Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • 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
Results Demonstrate Accountability	Foundational	<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
Business Enablers Technology	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 Project Management	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology
		<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules