Role Description
Event Technology Manager

Cluster	Planning, Industry & Environment
Agency	Housing & Property Division
Division/Branch/Unit	Sydney Olympic Park Authority
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
Date of Approval	July 2019

Agency overview

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 an Executive Agency relating to the Housing and Property Division in the Department of Planning, Industry and Environment cluster of the NSW government. The Authority has five business units:

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

Business Support

The Business Support team is responsible for:

- Legal and risk, including oversight of all governance, statutory and government requirements (except financial) and the audit program.
- Marketing and communications (both internally and externally)
- People and Culture
- Information Communication Technology
- Office Services

Primary purpose of the role

The Event Technology Manager is responsible for ensuring that all technical requirements are met for event and venue hirers of the Sydney Olympic Park Sports Venues with a primary focus on sports presentation, sports officiating and timing systems for over 300 events per year.

Key accountabilities

- Lead the coordination, maintenance and lifecycle of event based technical assets and equipment at the Sydney Olympic Park Sports Venues to ensure the effective operation and integrity of these systems.
- Provide high-level service and support to the venue hirers, convenors of events, event organisers, external stakeholders and venue staff.
- Administer and coordinate the preparation and implementation of service contracts and agreements relative to the work area.
- Undertake short and long term planning including maintenance plans, redundancy setups, equipment procurement and the training of staff to ensure that all technical systems are operational at the highest standard for all events
- Coordinate upgrades and new installations and ensure work is carried out with a high standard of professionalism, efficiency, effectiveness and accuracy ensuring timeframes are met and Venues data integrity and security are maintained, with minimal impact on clients and event operations.
- Undertake the preparation and delivery of training to venue hirers, convenors, event coordinators and Venue staff in the management of systems in accordance with standard procedures.
- Prepare and deliver regular management reports on projects, systems and support issues.
- Provide team leadership and supervise the performance of direct reports by setting work objectives, assessing performance and providing feedback, development and coaching to develop staff capabilities and meet work objectives.

Key challenges

- Ensuring the high level delivery of quality service in regards to the day to day operations of the Sports Venues technical systems.
- Ensuring continuous improvement of technical skills and providing high quality and timely services and support with limited resources.
- Ensuring that critical business functionality and impacts are identified and adequately tested.

Key relationships

Who	Why
Internal	
Manager	Escalate issues, keep informed, advise and receive instructions
	Provide regular updated on key projects, issues and priorities
Venue Managers	Provide reports on operational impacts and setups
Work team	Ensure an integrated organisation approach/ participate in meetings to represent work group perspective and share information
Sports Venues operational staff	To coordinate, setup and troubleshoot technical event requirements
External	
Suppliers & Contractors	Coordination of goods and service delivery
Clients & Volunteers	Work together to ensure all technical event hardware and software works effectively

Role dimensions

Decision making

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

Reporting line

Senior Manager Information Technology

Direct reports

Casual event technical staff

Budget/Expenditure

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

Essential requirements

- Relevant tertiary qualifications and/or relevant technical experience
- Current driver licence
- Current Working With Children Check clearance number

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	Intermediate
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	**Adept**
	Manage Reform and Change	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 Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	• 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	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the

Group and Capability	Level	Behavioural Indicators
		community
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	• 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
People Management Optimise Business Outcomes	Adept	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes