Role Description
Production Assistant

Cluster	Department of Premier & Cabinet
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	W02343R02343
Date of Approval	5 March 2020
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Premier & Cabinet. 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 for 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 Production Assistant is responsible for providing a range of administration services to support the Event Operations & Planning team in the efficient and effective delivery of all Events at the Sydney Opera House.
This position provides support and assistance to the Head of Event Operations & Planning, Production Managers and Account Managers in the delivery of services to all presenters & hirers at the Sydney Opera House

KEY ACCOUNTABILITIES

- Provide administrative support to the Event Operations & Planning Department, Support general department operations, assist other staff and make a contribution to the team, as appropriate including attending meetings and taking minutes, ordering production related materials , booking meeting rooms, scheduling meetings
- Coordinate administrative activities for the Event Operations office, including office systems and data entry
- Perform duties as directed by production managers and account managers to assist them in their roles.
- Independently manage small events as directed within Sydney Opera House.
- Understanding of SOH labour & equipment charging policy.
- Work on departmental, portfolio & organisational projects as required
- Assist in the preparation of reports and other forms of material for use by others

KEY CHALLENGES

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

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Event Operations & Planning	To provide efficient administration services and support.
Production Manager, Team Leader	To provide day to day operational support, contributing to team objectives.
Production Managers	To collate cross-check and verify information for presenter charging and maintenance records. To disseminate information from presenters and other clients.
Account Managers	To provide assistance and support when required.
Production Services staff	To provide information and guidance to encourage correct completion of administrative tasks by staff.
SOH Presents	To receive information for distribution to relevant departments.
SOH Departments	To provide a single point of contact for resolution of issues affecting Event Operations including liaison with Information Services and Facilities.
Venue & Event Sales	To provide assistance and support when required.
External	
Presenting Partners and other hirers	To establish and maintain relationships with external suppliers and hirers and ensure high levels of customer service in all contact with external clients.

ROLE DIMENSIONS

Decision Making
The Production Assistant is accountable to the Production Manager, Team Leader. The position will be assigned work as required and given clear parameters within which to work.
The Production Assistant may make decisions on day to day administrative issues consistent with relevant SOH policies and procedures and directives.

Reporting Line
Production Manager, Team Leader

Direct Reports
Nil

ESSENTIAL REQUIREMENTS

- Previous experience and/or education in the performing arts industry
- Proven interpersonal and high level communication skills (written, verbal and presentation) with internal and external stakeholders.
- Advanced skills in Microsoft office including Word, Excel and scanning software and highly competent keyboard skills.
- An ability to work independently and as a member of a team to deliver competing priorities within deadlines
- Ability to use own initiative and excellent attention to detail
- Strong organisational and time management skills
- A positive outlook and willingness to learn
- Practical experience in the use of databases preferable.

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	Foundational	• Speak at the right pace and volume for varied audiences

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Communicate Effectively		• 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 Commit to Customer Service	Foundational	• Understand the importance of 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