Role Description
Senior Manager, Access

Cluster	**Department of Creative Industries, Tourism, Hospitality and Sport**
Agency	**Sydney Opera House**
Division/Branch/Unit	**Strategic Engagement & Impact**
Location	**Sydney CBD**
Classification/Grade/Band	**Grade 4 Level 2**
ANZSCO Code	**511112**
PCAT Code	**1229192**
Role Number	**W02395R02395**
Date of Approval	**September 2024**
Agency Website	**http://www.sydneyoperahouse.com**

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.

Standing on Tubowgule, Gadigal land, 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.

As set out in the Sydney Opera House Strategy 2024-26, our ambition is to be **Everyone's House**. To make this real, we are focused on four themes:
- Everyone feels welcome here.
- We better understand and connect with the community.
- We are future ready.
- We lead and inspire positive change.

Everything we do is underpinned by our values: **Creativity**, **Courage**, **Inclusivity**, **Integrity**, **Collaboration** and **Care**.

PURPOSE OF THE ROLE

The Sydney Opera House (SOH) plays an important role in shaping our nation, life and culture, and inspiring positive social change. Our aim is to provide barrier-free access, making the site, building and the experiences we offer accessible to all. This senior leadership position is responsible for creating opportunities for people with disability to equally participate in the life of the Opera House, driving SOH's accessibility programs, plans, practices and actions to:

- Inspire, educate and empower the organisation to achieve leading practice in accessibility.
- Connect and enable cross-organisational programs, partnerships, initiatives, systems and processes.
- Build capability, accessibility awareness and action within our workforce.
- Lead, develop and commission new and inclusive performing arts experiences and partnerships.
- Champion stories that promote accessibility within the organisation and more broadly across the community.

The role sits within a newly established social and environmental impact function that is responsible for leading SOH's efforts to bring about positive change, aligned with the United Nations Global Goals.

KEY ACCOUNTABILITIES

- **Strategic focus:** Drive the development and achievement of SOH's accessibility objectives, commitments and targets, in line with broader social and environmental priorities and organisation-wide strategy. This includes regular reviews and updates to SOH's Accessibility Masterplan to reflect current codes and evolving visitor demands.
- **Program management:** Design, support or promote programs, partnerships and initiatives to trial and showcase accessibility best practice and experiences for audiences with disability, working closely with SOH's private funding team to secure donor support where possible.
- **Collaboration:** Work with teams to embed accessibility thinking and solutions in planning, projects and day-to-day activities across SOH, on site and online. Engage members of the Senior Leadership and Executive Team to ensure barriers faced by people with disability are being addressed by all practices.

- **Workforce and culture:** Input into the development of organisational policies, governance and procedures, identifying and implementing systems change to improve accessibility organisation-wide.
- **Capability building:** Work across teams to identify gaps and build internal capabilities, improving accessibility practices through regular training and awareness initiatives. Proactively seek out ways to share knowledge and positively influence processes and decision-making.
- **Advice and operational oversight:** Act as a support and spokesperson for accessibility at SOH. Provide expert advice regarding all accessibility issues, including informal and formal complaints management. Oversee accessibility operations including in-house visitor access services and accommodation.
- **Compliance, measurement and reporting:** Ensure compliance with the latest disability access laws, standards and codes through relevant processes, procedures and consultation. Help to set organisation-wide targets and provide regular updates on progress/challenges, feeding into broader social and environmental impact reporting, as required.
- **Advocacy and influence:** Advocate on accessibility matters and initiatives, internally and externally, including building relationships with peer, and community organisations, and working together to identify mutually beneficial accessibility solutions. Participate in industry events and stay up to date on current and emerging accessibility issues and trends, championing best-practice and innovation at SOH and across the sector more broadly.

KEY CHALLENGES

- Influencing and advising the all levels of the organisation to achieve disability access outcomes.
- Developing new ideas and solutions to disability access issues within a heritage building.
- Managing complex and sensitive issues and stakeholders, often with competing needs, expectations and perspectives.
- Keeping up to date with knowledge and understanding about relevant accessibility issues, trends, policies and legislation and the implications for the Opera House and its industries.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Social & Environmental Impact	To receive guidance and provide regular updates on key accessibility projects, issues and priorities.
Social & Environmental Impact Team (Access, Environmental Sustainability, Equity & Inclusion)	Collaborate and work together to set and achieve shared objectives.
Executive Team Senior Leadership Team People Leaders	Advise, collaborate and build accessibility awareness/capabilities across portfolios, departments and wider organisation.
People, Development, Wellbeing	Advise and collaborate on learning, development and relevant workforce planning/activities.
Programming Visitor Experiences & Engagement	Provide advice to support the development and presentation of programming, experiences and content, as required. Collaborate to achieve shared objectives.
Community Engagement Team	Collaborate and work together to achieve shared objectives.
Infrastructure & Procurement	Provide advice at all stages of the design process for building renovations, commercial fit outs, including developing new ideas and solutions for disability access issues in a World Heritage-listed building.
Private Funding	Collaborate on the development and implementation of private funding proposals aligned with SOH's accessibility related activities.
Staff affinity groups	Actively participate, advise and collaborate.
Departmental staff	Direct, guide and lead on day-to-day team issues.
External	
Stakeholders across government, NGO's, onsite operators, suppliers' resident companies, arts and cultural institutions, corporate partners, social sustainability subject matter experts and more	Influence and build collaborative relationships to maximise impact and inspire others.

ROLE DIMENSIONS

Decision Making
The role has the freedom to act within the boundaries of approved strategies and plans, in line with the SOH's broader social and environmental impact priorities. The position uses astute judgement and considers diverse perspectives, in particular people with disability, in managing issues, including competing or conflicting demands of internal and external stakeholders. This position is central to the successful operation of the SOH and, as such, maintains key and effective working relationships with senior managers and staff throughout organisation. The role must navigate complex and sensitive issues, balancing confidentiality with duty of care.
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Reporting Line
Head of Social & Environmental Impact

Direct Reports
Accessibility Operations Manager

ESSENTIAL REQUIREMENTS

- People with lived experience of disability, or a deep understanding of the experiences and challenges encountered by people with disability backgrounds.
- 7+ years of demonstrated experience and tertiary qualifications preferred (such as social impact, organisational development, psychology or sociology).
- Ability to deliver projects/initiatives in a large and/or complex organisation, with demonstrated understanding of accessibility program design and facilitation.
- Demonstrated track record of building relationships with a range of internal and external stakeholders around accessibility and disability access issues and the NSW Government Disability Framework.
- Influencing, leadership and decision-making skills, empathetic connector and communicator with the ability to lead cross-functional teams, develop strategy and to motivate others.
- Practical understanding of Social Impact Frameworks, Theory of Change and the measurement and assessment of social impact more broadly. Experience with data collection and internal reporting.
- Ability to facilitate, curate and present information to a wide range of audiences in a clear and engaging way.

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	**Adept**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Foundational**

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
Business Enablers	**Project Management**	**Adept**

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	• 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
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
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 community
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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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
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	Adept	• Prepare clear project proposals and define scope and goals in measurable terms
		• 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