



# Role Description

## Certificate IV:

### Theatrical & Emerging Technologies Trainee

Department	Department of Creative Industries, Tourism, Hospitality and Sport
Cluster	Sydney Opera House
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 1, Level 1
Kind of Employment	Enterprise Agreement- Fixed Term March 2025 – September 2026
ANZSCO Code	399513
PCAT Code	1119192
Role Number	
Date of Approval	January 2025

#### 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.

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.

Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

#### PURPOSE OF THE ROLE

The primary purpose of this role is to assist in the safe and efficient presentation of production and events within our Production and Events team in order to deliver effective technical production support services.

This role is aimed at people who have not yet commenced their professional careers and are keen to enter the Live performance industry to develop their skills in theatre production and technologies by obtaining a CUA40420 Certificate IV in Live Production and Technical Services with a specialist focus on lighting, sound and audio visual technologies.

This traineeship will provide the opportunity to work alongside experienced professionals as well as gaining knowledge, learning new skills and obtaining hands-on training whilst working towards a nationally recognised qualification. The traineeship will include a combination of on and off-the-job learning as trainees work toward obtaining qualifications at CUA40420 Certificate IV in Live production and Technical Services.

#### KEY ACCOUNTABILITIES

- Successfully incorporate workplace learning and assignments to complete the qualification CUA40420 Certificate IV in Live production and Technical Services.
- Acquire knowledge of how to read and follow the documentation, and gain insight into theatrical and emerging technologies utilised at the Sydney Opera House.
- Actively participate in on-the-job learning activities to support the Lighting or Sound and Audio Visual team that ensure venue and foyer productions requirements are delivered on time and Production Services related work is able to be completed.

- Contribute to ensuring that the department, presenters and audience are provided with consistent and effective event delivery with optimum presentation of all related technical elements
- Gain an understanding of service delivery and how to deliver successful and safe events through utilising sound judgement in the safety and feasibility of equipment and processes
- Successfully incorporate workplace learning and assignments to complete the qualification CUA40420 Certificate IV in Live production and Technical Services
- Actively and safely contribute to the success of the Lighting and Sound and Audio Visual Department Production and Events portfolio
- Collaborate and participate actively across the Production and Events teams in the provision of technical services by showing enthusiasm, responsibility and an eagerness to learn.

## KEY CHALLENGES

- Working hours will vary depending on events and will include weekends and evenings when required
- Ability and agility to work at heights and in confined spaces and ability to complete manual handling tasks.
- Work hours in accordance with the employment type of the SOH Enterprise Agreement.

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
HOD Lighting or Sound AV	Direct line manager (Practical)
Production and Events Training and Assessment Manager	Direct line manager (Studies) Report to the Training and Assessment Manager for all elements related to learning and assessment associated with qualification studies and on the job training.
Training Supervisor	Receive guidance and support in decision making and on the job tasks to achieve accountabilities.
Departmental Supervisors/Operational Supervisors	Receive mentoring support on the job.
<b>External</b>	
Resident company production teams	Communicate and deliver technical services as directed.
Arts Centre Melbourne (RTO)	Receive guidance and direction on completion of qualification studies for off the job training components.

## ROLE DIMENSIONS

### Decision Making

The role receives overall guidance and direction for a practical implementation of your training from the Head of Department and further department Supervisors in the associated technical area.

### Reporting Line

Head of Department (Practical)

Production and Events Training and Assessment Manager (Studies)

### Direct Reports

Nil

## ESSENTIAL REQUIREMENTS

- Ability to work well in an environment characterised by high levels of change; adapting, learning and applying skills quickly.
- Enthusiasm and eagerness to learn and progress within the Production & Events industry.
- Good communication, oral/written, interpersonal and planning skills.
- Able to adopt a flexible, problem solving approach.
- Ability to adhere to company and safety policies, procedures and instructions.
- Enjoys working in a busy and complex live performance environment.
- Able to complete assigned tasks and meet team and presenter service standards.
- Enjoy working in teams.

- Good literacy, numeracy and self-management skills of a level sufficient to complete the qualification Ability to prioritise and balance work and study commitments.

## DESIRABLE EXPERIENCE





- Live performance industry experience or equivalent is advantageous
- Good experience or knowledge of technical/production work
- Resourceful and able to adopt a flexible, problem solving approach.
- Driver's license is desired but not essential.
- Ability and commitment to work on a rotating shift basis.

## 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](http://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
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
	<b>Communicate Effectively</b>	<b>Foundational</b>
	Commit to Customer Service	Foundational
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

### 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
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>• Behave in an honest, ethical and professional way</li> <li>• Take opportunities to clarify understanding of ethical behaviour requirements</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>• Speak out against misconduct, illegal and inappropriate behaviour</li> <li>• Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Foundational	<ul style="list-style-type: none"> <li>• Speak at the right pace and volume for varied audiences</li> <li>• Allow others time to speak</li> <li>• Display active listening</li> <li>• Explain things clearly</li> <li>• Be aware of own body language and facial expressions</li> <li>• Write in a way that is logical and easy to follow</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Recognise the importance of customer service and understanding customer needs</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services that meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> <li>• Recognise that customer service involves both external and internal customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others health and safety</li> <li>• Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>