Role Description
Sydney Opera House Host

Cluster	Department of Planning & Environment
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 2 Level 2
Kind of Employment	Enterprise Agreement
ANZSCO Code	451412
PCAT Code	1119192
Role Number	VARIOUS
Date of Approval	9 May 2018
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Planning & Environment. 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 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

This position is responsible for providing best practice Stage Door services to ensure a safe, welcoming experience to artists, resident companies, visiting presenters, external contractors, public visitors, and both internal and external employees entering Sydney Opera House. This position collaborates with the Manager, Front of House on customer and client service initiatives and administers written correspondences. The position has front line Security responsibility for carrying out protocols and access permissions determined by ERPG, SOH Management and Company Management. Duties also include problem solving and conflict resolution situation management where process oversights occur, tracking vehicle movement and instructing drivers and crew on procedures. Hosts are accountable for upholding process and are authorised to deny SOH entry in a professional manner and refer individuals to the appropriate point of contact.

KEY ACCOUNTABILITIES

- Control the legitimate access to the building through Stage Door, as advised or directed by EPRG and SOH Management. This is done by: issuing temporary and season access passes, updating ID passes in line with procedures; undertaking a proactive role in providing a deterrent to possible unlawful behavior, detecting threatening or suspect items that could potentially cause harm or damage and responding to incidents as required; upholding secure access procedures as advised and directed by EPRG; and contributing to the establishment and maintain the integrity of Safety and Security initiatives and access procedures befitting the position of this cultural icon by preventing incidents and minimising potential risks.
- Notify the client base on the process of employee authorisation with a focus on professionalism and diplomacy, especially when denying access to those not holding the appropriate authority.
- To provide an exceptional and consistent service to all customers of Sydney Opera house; guests, visitors, patrons, artists, staff and business partners. Welcome Resident Company and visiting presenter artists and employees, internal and external employees, Trustees, dignitaries and invited guests.
- Administer, categorise and escalate public inquiries received via www.sydneyoperahouse.com including Lost Property. The Host is responsible for the management of Lost Property in accordance with Sydney Opera House policies and procedures and the provision of these services to the public and SOH client base.
- Control and monitor the entry of vehicle and equipment through the Southern Door ensuring that safety procedures are followed. The Host is required to participate in fire warden training and security awareness training.

- Proactively promote the full range of SOH experiences available to the SOH where appropriate across performances, tourism, retail, F&B and other SOH products and services.
- Assist the Manager, Front of House to provide timely and professional responses to all forms of customer feedback through: receiving and logging feedback in Tessitura; using judgement to assess the complexity and sensitivity of complaints received and determine those requiring response or advice by Management or forwarding to other departments as appropriate; and formally responding to customers in a timely, accurate and professional manner, and following through to resolution of issues.
- Providing proactive assistance to customers with access issues and positively promote the SOH Access Plan with thorough knowledge of its Accessibility Plan, as well as providing customer service assistance on various projects and initiatives related to the SOH Access Plan as required.

KEY CHALLENGES

- Conveying and implementing safety and security protocols, and outlining and explaining complex procedures and requirements in a professional manner.
- Operating in changing environments and remaining calm under pressure, with the flexibility to adapt to changing circumstances.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager, Front of House and Workforce Planning Manager	To follow directions, provide feedback and seek approval on operational and service improvement initiatives.
Emergency Planning & Response Group	To liaise with to provide the highest possible standards of customer service in relation to any security related information, procedures or incidents. Issue and update temporary and season passes in line with policy and requests of Production and Account Management. Monitor and facilitate vehicle and equipment access.
Performing Arts Account Management	To collaborate closely with the day to day particulars of event management. Refer and resolve matters in line with the parameters of the position. Inform of issues where client requires their input and assistance.
Commercial Partnerships	To work with catering providers and liaise regarding access to areas, the delivery and pick of equipment and required infrastructure and setting up and bump out of events.
Internal Departments	To liaise on the delivery of customer service, problem resolution, service improvements and situations associated with client or business access.
External	
Resident Companies, Presenting Organisations, Artists, Onsite Partners, and Invited Guests	To work closely with partners to welcome and facilitate access to the building and performances spaces. Actively engage and liaise with partners' production and artistic team to ensure a professional front line operation. Assist and advise partners on the resolution of day to day operational difficulties. Assist with and update the staff and production.
Public	To proactively provide a welcome at Stage Door and provide a contact point for SOH clients and patrons. Assist with general enquiries and refer on to points of sale/relevant SOH products and services. Manage the interactions associated with the Lost Property service. Professionally and diplomatically deal with enquiries regarding artists and presenters as directed by ERPG and SOH Account Management lists as requested by Company Office

ROLE DIMENSIONS

Decision Making

The Sydney Opera House Host works as part of the SOH Host Team and operates with direction from the Manager, Front of House in relation to the position's expectations, key deliverables, priorities and responsibilities. The position has the freedom to operate within defined role parameters and day-to-day work goals, activities and performance targets. The position has ready access management within internal and external stakeholder groups should complex issues arise or clarification be required. The position has the ability to make day-to-day decisions in regards to access prioritising activities to ensure that deadlines are met. The position requires the ability to problem solve issues efficiently when Performing Arts, Facilities and Project Personnel are engaged with specialised / technical tasks or situations requiring their active participation and oversight. The position

requires the communication skills and sound judgement to assess and convey what situations can be resolved at the Stage Door or Host Team level and those which require additional referral. The role has the authority to deny access where required.

Reporting Line
Head of Visitor Services

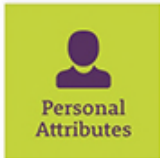**Direct Reports**
Nil

ESSENTIAL REQUIREMENTS

- Ability to convey and implement safety and security protocols and outline and explain complex procedures and requirements in a professional manner
- Demonstrated professional customer service skills and exceptional front-line customer service delivery in a diverse organisation, including a warm and welcoming manner, strong initiative, impeccable personal presentation & being an ambassador for a customer focussed organisation. Applies a 'here to help' approach including proactively engaging with customers and commitment to improving customer experience.
- Strong communication skills, with the confidence to address groups of guests at social occasions, with proven interpersonal and business relationship management skills, actively engaging with clients and rapport building at all levels (experience working with high-profile individuals will be highly regarded). Ability to relate to and influence customers using tact and diplomacy, cultural awareness and sensitivity.
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- Strong writing skills and experience in preparing customer correspondence on sensitive matters such as customer concerns.
- Computer skills, including the use of MS Office applications, Tessitura and relevant customer database software programs (previous knowledge of Tessitura will be highly regarded)
- Ability to understand the needs of a situation and make sound judgements and appropriate decisions.
- Understanding of access issues (needs, organisation and building limitations and sensitivities and approaches. Empathy and understanding of Accessibility difficulties and experience in assisting those with accessibility issues
- Ability to work in a team environment and independently to contribute successfully to organisational goals
- Strong initiative and highly motivated and results-oriented – strong focus on outcomes and taking accountability for results with proven ability to administer feedback and follow on process.
- Ability to operate in changing environments and remain calm under pressure. Flexibility to adapt to changing circumstances.
- Physical fitness including the willingness to stand or sit for long periods of time.
- Good knowledge of Sydney and Precinct offerings.

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

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Relationships	**Communicate Effectively**	**Intermediate**
	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**
Business Enablers	Finance	Foundational
	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	• 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	• 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 Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• 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

Group and Capability	Level	Behavioural Indicators
		• 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
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 Technology		• 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