

Role Description

Senior Construction Manager



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Tier 2, Grade 5, Level 2
Kind of Employment	Enterprise Agreement
ANZSCO Code	511112
PCAT Code	2112292
Role Number	TBC
Date of Approval	July 2026
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.

The Sydney Opera House is committed to making child safety and wellbeing an integral part of our culture. This commitment is reflected in our policies and procedures and will be embraced and embedded across all our operations and practices. Regardless of the role, providing a safe environment for our youngest visitors is a shared responsibility.

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 role is responsible for construction management across all projects delivered by the Infrastructure & Procurement (I&P) Portfolio, including under the Capital Works Programs and Maintenance Programs. This position provides expert construction advice and manages a range of building development and maintenance projects through the design, construction and commissioning stages ensuring delivery in accordance with overall Sydney Opera House and NSW Government requirements.

KEY ACCOUNTABILITIES

- Provide strategic leadership to the core construction function, ensuring effective support for all Capital Works and Maintenance projects across the portfolio.
- Lead the successful delivery of critical infrastructure projects that support the ongoing development, preservation and operational effectiveness of the Sydney Opera House. This includes ensuring project status, risks, impacts and operational implications are communicated appropriately to different stakeholder groups, recognising that varying levels of detail and engagement are required across the organisation.
- Provide senior oversight of project quality, construction standards and delivery performance, ensuring all projects meet agreed scope, regulatory obligations, stakeholder expectations and required standards of excellence.

- Critically review, challenge and interrogate consultant designs to ensure technically sound, commercially viable and value-for-money outcomes for the organisation.
- Oversee contractor performance against agreed programs, including the analysis of delays, risks, variations and contractual claims, and provide clear advice to senior stakeholders on appropriate responses.
- Apply a whole-of-organisation perspective to construction planning and delivery, ensuring potential impacts on Sydney Opera House operations, presenters, resident companies, retailers, visitors and business partners are identified early, communicated clearly and managed effectively.
- Provide expert construction advice to senior management in relation to legal proceedings, claims management and contractual matters, including briefing the Director Infrastructure & Procurement, General Counsel and Head of Major Projects & Commercial.
- Drive consistency and maturity in project delivery across the Infrastructure & Procurement portfolio by establishing effective governance, procedures, reporting disciplines and stakeholder communication practices.
- Ensure Quality, Work Health and Safety, Environmental and other project delivery plans, reports and controls are developed, reviewed and maintained in accordance with legislative, regulatory and organisational requirements.

KEY CHALLENGES

- Provide timely, considered and effective leadership in responding to emerging project-related issues, particularly where construction or maintenance activities create unforeseen impacts on surrounding areas, scheduled performances, rehearsals, functions, public access or broader business operations.
- Lead the delivery of complex infrastructure and capital works projects within a highly constrained, high-profile and continuously operating environment, balancing operational criticality, limited venue access, 24-hour operational requirements, diverse stakeholder needs, public visibility and the intensity of activity across the site.
- Provide strategic direction and expert guidance to project teams to ensure infrastructure and maintenance projects are delivered in alignment with Sydney Opera House objectives, while managing technical complexity associated with changing legislation and regulatory requirements, including the Building Code of Australia, ageing assets, limited historical documentation, emerging technologies, financial constraints, operational limitations and compressed delivery timeframes.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Director, Infrastructure & Procurement	• Receive strategic direction and operational guidance • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Head of Building Information & Certification	• Receive guidance regarding building information • Consult and collaborate to ensure compliance of all project activities
Head of Major Projects & Commercial	• Receive guidance and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Project Managers	• Provide advice and contribute to decision making • Identify and manage project risks and opportunities
Direct Reports	• To provide direction and manage performance and development
Contract & Procurement Advisors	• To liaise on contract development, tender review and consultant/contractor engagement processes.
Internal project stakeholders	• Provide expert advice on project related issues • Report and provide updates on project progress • Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation

External

Contractors, Consultants and Service Providers	• Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements. • Consult, provide and obtain information, negotiate required outcomes and timeframes. • Resolve and provide solutions to issues.
Stakeholders including Presenting Partners & Business Partners	• Provide expert advice on project related matters • Report and provide updates on project progress • Engage and consult in the resolution of project issues

ROLE DIMENSIONS

Decision Making

The Senior Construction Manager provides specialist advice and support to the Head of Major Projects and Commercial and Director, Infrastructure & Procurement on the successful planning and delivery of projects and in the resolution of disputes on projects across the Portfolio.

The position is fully accountable for the development and implementation of project management and construction strategies, systems, policies, procedures and service standards to support the successful project management and construction of projects across the I&P Portfolio and has the authority to provide guidance, mentoring and direction to other I&P Portfolio staff, particularly project managers, in the implementation of these.

The position is responsible for the effective, efficient and timely management of highly complex and multi discipline projects across the I&P Portfolio. The position acts under the I&P Directors non-financial delegated authority to make day to day decisions on all departmental projects within the boundaries of pre-approved project plans and operational activity.

Reporting Line

Director, Infrastructure & Procurement

Direct Reports

Construction Manager

Project Managers

Minor Works Project Manager

Business Integration Manager

ESSENTIAL REQUIREMENTS

- Tertiary qualifications in a field related to engineering, building or construction and/or relevant industry experience.
- Specialist technical skills in either an engineering and/or building services environment, including knowledge and experience of relevant building statutes and regulations (including BCA/WHs legislation), generalist technical and contractor management.
- At least 10 years of recent experience and success in managing major capital works and maintenance projects, with a strong background in the development and execution of complex projects in a busy and challenging operating environment.
- Advanced communication skills with the ability to seamlessly communicate and tailor information to all levels including staff, the executive, architects, consultants and construction contractors.
- Strong commercial acumen.
- Project definition and tendering skills and ability, including extensive experience guiding the design and contract documentation process, as well as contract preparation and administration.
- Extensive project management and delivery skills, including planning, budgeting, coordinating work priorities cost control, communication, stakeholder management, concept design, detailed design, documentation, tendering statutory approvals and leading project teams.
- Knowledge of and experience working in a political environment, including the ability to think strategically and tactically and experience in considering and providing recommendations on sensitive issues.
- Substantial relationship management ability/experience, including with consultants/contractors with strong diplomacy, consultant/contractor management and interpersonal and influencing skills and experience.
- Strong interpersonal, influencing, coaching and mentoring skills and ability.
- Information management and documentation skills including experience in procedure development and administration.

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	Advanced
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Highly Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Advanced
	Procurement and Contract Management	Adept
	Project Management	Highly Advanced
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	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 Act with Integrity	Advanced	- Model the highest standards of ethical and professional behaviour and encourage others to do the same - Set an example for others to follow by representing your organisation in an honest, ethical and professional way - Promote a culture of integrity and professionalism within your organisation and when dealing with external organisations - Reinforce and monitor the use of ethical practices, standards and systems

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		Promote practices and systems that create a workplace culture that values high ethical standards and behaviour
Relationships Communicate Effectively	Highly Advanced	- Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences - Communicate in a highly articulate and influential way - Communicate the facts and explain their implications for your organisation and key stakeholders - Promote your organisation's position with credibility across government, other jurisdictions and external organisations - Anticipate and address key areas of interest for your audience and adapt under pressure
Relationships Influence and Negotiate	Advanced	- Influence others with a fair and thoughtful approach and present persuasive counter arguments - Work towards mutually beneficial, win-win outcomes - Show sensitivity and understanding when resolving serious and complex conflicts and differences - Identify key stakeholders and gain their support in advance - Negotiate from a clear position, based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise - Anticipate and minimise conflict within your organisation and with external stakeholders - Use evidence, including data insights, to create persuasive stories
Results Deliver Results	Advanced	- Seek and apply the expertise of key individuals to achieve business outcomes - Lead a culture of achievement and acknowledge others' input - Determine how outcomes will be measured and guide others on evaluation methods - Investigate and create opportunities to enhance the achievement of business objectives - Make sure others understand the need for on-time and on-budget results and how success is defined - Control business unit output to ensure government outcomes are achieved within budget and on time - Progress organisational priorities and ensure resources are acquired and used effectively
Business Enablers Project Management	Highly Advanced	- Ensure your organisation has systems and effective governance processes in place for project management - Make decisions to accept projects based on business cases - Understand the broader context to inform project directions and mitigate risk - Obtain key stakeholders' commitment to major project strategies, including cross-organisational initiatives, and ensure ongoing communication - Ensure your organisation manages project risks effectively and has strategies to respond when projects differ from their plans - Lead the changes needed to achieve the business benefits of the project - Ensure project management decisions consider interdependencies between projects, programs and initiatives
People Management Manage and Develop People	Advanced	- Refine roles and responsibilities over time to achieve better business outcomes - Recognise talent, develop team capability and succession plan - Coach and mentor staff and encourage professional development and continuous learning - Prioritise dealing with team and individual performance issues and ensure your organisation uses a consistent approach

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Implement performance development frameworks to align workforce capability with your organisation's current and future priorities and objectives • Develop systems to promote cultural capability as a means of ensuring the cultural safety of all colleagues