

Role Description

Logistics and Corporate Collections Manager



Cluster	Department of Creative Industries, Tourism, Hospitality & Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney
Classification/Grade/Band	
Kind of Employment	Enterprise Agreement
ANZSCO Code	133611
PCAT Code	1332292
Role Number	W02851R02663
Date of Approval	
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 & 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 role has responsibility for the safe, secure and efficient operation of the Sydney Opera House loading dock and other storage and warehouse facilities. This role implements the policies and procedures for the Opera House Corporate Collections.

KEY ACCOUNTABILITIES

- Lead and manage all aspects of loading dock operations and logistics including day-to-day operation of the Loading Dock, including the receipt, coordination and delivery of goods and services across the Sydney Opera House, supporting resident companies, events, major bump-ins/outs, after-hours operations and fleet management – scheduling services, keeping maintenance records, fleet registrations, and compliance
- Provide leadership, rostering, supervision, coaching and development of the Logistics team to ensure a safe, efficient and customer-focused service.
- Administer and maintain loading dock booking systems, including booking approvals, scheduling, conflict resolution, user management, reporting, data analysis and identification of cost recovery opportunities.
- Ensure the safe, secure and compliant operation of the Loading Dock by managing access control, traffic management, WHS requirements, inductions, PPE, incident reporting, investigations, Chain of Responsibility compliance and adherence to SOH Safe Work Procedures.

- Manage logistics on site and SOH other offices including security and screening operations, including security protocols, risk assessments, suspicious package response, screening equipment and compliance with the SOH protective security framework.
- Manage, maintain and provide training for logistics equipment and systems, including forklifts, electric pallet jacks, trolleys and emergency, safety, security and business continuity requirements in consultation with relevant stakeholders.
- Oversee offsite warehouse and storage facilities, including inventory management, stocktakes, stationery and uniform supply, asset audits, stores operations, maintenance activities and contract administration, while identifying and implementing continuous improvement opportunities across logistics and operational interfaces.
- Manage the Sydney Opera House Corporate and Heritage Collections in accordance with Collections Management procedures, including storage, maintenance scheduling, asset tracking, stock control, recording the location and movement of items, and preserving heritage materials for future maintenance and conservation works.

KEY CHALLENGES

- Managing logistics operations across a diverse range of stakeholders with competing resource, time, access and space requirements, while maintaining an integrated delivery schedule that supports business operations, performances, events, bump-ins/outs, VIP movements and accessibility needs. This includes planning and coordinating activities in a dynamic environment, including after-hours operations, while balancing operational requirements, performing arts activities, heritage obligations and the constraints of a World Heritage-listed site.
- Managing offsite and shared storage facilities to ensure equipment, materials, assets and supplies are accurately stored, tracked, audited and available when required, while maintaining effective inventory control and stocktake processes.
- Maintaining the security, integrity and traceability of the Sydney Opera House Corporate and Heritage Collections, ensuring appropriate storage, record keeping, asset tracking and availability to support conservation, maintenance and operational requirements include incoming and outgoing loans, risk assessments, safe handling and transport and administration.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Building Operations Manager	To receive direction and guidance on Loading Dock responsibilities and staff management issues and proactively provide advice and recommendations on resourcing, service delivery and operational processes.
Logistics Team	To provide work allocation, supervision, support and guidance, training, mentoring, and coaching
EPRG	Work in collaboration to ensure the safe and secure operation of the loading dock, movement of vehicles and gatehouse procedures providing reasonable direction to assigned Security Officers posted to the Loading Dock. To receive guidance on the security threat environment and implementation of changed measures as a result.
Event Operations & Planning & Production Services	To plan and assist Loading Dock and other Logistics deliveries and bump-ins for major shows and events.
SOH Departments	To liaise regarding activities relevant to loading dock including afterhours activities. Balance competing demands and priorities.
External	
Food & Beverage Operators	To liaise regarding food and beverage deliveries and vehicle bookings into dock.
Mail Service Providers	To act as the main SOH contact for inbound and outbound mail deliveries.
Courier Service	To organise couriers and monitor service performance.
External Suppliers	To organise the purchasing of goods and provision of services. To liaise regarding vehicle bookings into dock.
In House Contractors	To liaise with project managers regarding use of the dock.
Resident Companies	To liaise with production managers, where required, regarding use of dock.
Delivery Drivers	To liaise with all vehicle drivers utilising the loading dock area and monitor behaviour and performance.

WHO	WHY
Artists / Performers	To liaise with all drivers, artists, performers and associated entourage entering and existing via the loading dock.
Warehouse Landlords	To liaise with Warehouse Landlords (Colliers, Create NSW, IAS climate-controlled storage etc) to ensure lease agreements are up to date and management access and compliance.
Members of Public	To liaise with members of the public who enter the House via the loading dock due to mobility issues (from time to time and as required for special events).
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libraries, galleries, and museums	To liaise with libraries, galleries, and museums regarding best practice in collections management, including loans etc

ROLE DIMENSIONS

The role has the authority to manage the day-to-day loading dock operations and has full responsibility to allocation resources to ensure activities are delivered safely, securely and efficiently, and in compliance with WHS, security, and operational risk management requirements. The position holder is expected to proactively plan logistics requirements associated with performances, events, maintenance activities and major projects, making decisions to resolve competing operational demands, prioritise deliveries and optimise the use of loading dock, storage and logistics resources during peak periods.

The role operates with a high degree of autonomy and is expected to build effective relationships with internal and external stakeholders to ensure the successful delivery of logistics services. The position also identifies opportunities for operational improvement and escalates issues with significant operational, financial, security, heritage or reputational implications to the Building Operations Manager.

Reporting Line

General Manager, Building Operations

Direct Reports

Building Operations Assistants

ESSENTIAL REQUIREMENTS

- Demonstrated experience in managing operational service contracts, contractor performance and service delivery outcomes within a complex operational environment.
- Experience managing high-risk, high-profile or public-facing operations, balancing customer service, security, safety and business continuity requirements.
- Demonstrated ability to develop and implement operational procedures, continuous improvement initiatives and business process enhancements.
- Experience in inventory, asset and storage management, including stock control, asset auditing, lifecycle management and warehouse operations.
- Demonstrated experience in managing collections, heritage assets or controlled inventories, including record keeping, asset tracking, storage and preservation requirements, experience with Argus or highlight software use for collections and heritage
- Strong understanding of security operations, access control systems and protective security principles within a critical infrastructure, cultural institution or similar environment.
- Ability to work under pressure in a fast-paced environment, something along the lines of decision making, ability to prioritise etc
- Demonstrated ability to build effective working relationships and influence outcomes across a broad range of internal and external stakeholders.
- Experience in emergency management, incident response and business continuity planning within a complex operational environment.
- Highly developed analytical, reporting and problem-solving skills, with the ability to use operational data to support planning, decision-making and service improvements.
- Demonstrated experience leading and developing teams through change, fostering a positive safety culture and driving high performance outcomes.

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	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 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	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Adept
	Manage Reform and Change	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 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
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
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
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

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues
People Management Optimise Business Outcomes	Intermediate	• Develop team/unit plans that take into account team capability and strengths • Plan and monitor resource allocation effectively to achieve team/unit objectives • Ensure team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure the availability of capable resources