

Role Description

Rostering Officer



Cluster	Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 2
Kind of Employment	Enterprise Agreement
ANZSCO Code	599411
PCAT Code	1228492
Role Number	1381, 1508, 1830
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 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.

Further detail on strategic direction is set out in the [SOH Strategy 2024-26](#).

PURPOSE OF THE ROLE

Provide efficient and effective coordination and administration of the rostering function to ensure the required levels of variable labour staffing across various business areas. Deliver Draft and Final Rosters in accordance with the Sydney Opera House Enterprise Agreement and daily maintenance of required shift coverage and payroll administration. This will include the delivery of effective, efficient roster preparation and the accurate remuneration of all staff deployed and scheduled on variable rosters.

KEY ACCOUNTABILITIES

- Coordinate business requirements and availability processes across departments in a consistent and effective way so that rosters may be prepared in a streamlined manner. Post Draft and Final Rosters on time and in accordance with employee commitments, fairness, business requirements and the Sydney Opera House Enterprise Agreement.
- Accurately administer employee salary payments using the time and attendance system ensuring maintenance is upheld daily to ensure the correct payment of staff.
- Maintain employee skills registers and provide advice to managers in the identification of adequate skill sets in each Business Unit and proactively recommend Training & Development needs for the delivery of efficient and effective rostering.
- Deliver accurate and timely reporting to management to assess budgetary adherence and explanation of variances, and monitor employee attendance patterns for managerial reference and action.
- Provide advice and dispute resolution in relation to rostering to managers and staff in an appropriate and timely manner.
- Provide advice on the effective utilisation of staff in a planned way so that peaks and troughs in business flows are identified and rostering is developed to deploy staff in a planned way to effectively make use of overtime, minimum shift lengths so that lunch relief, short peaks and business flows may be met by staff undertaking a range of duties throughout a given shift where practicable. This should serve to both optimise rosters and practices as well as varying the skill sets and business knowledge and career path development.
- Ensure impartiality, fairness and compliance with requirements is adhered to at all times and employees enjoy a consistent level of service and care.

- Develop documentation to clearly outline the procedural steps and processes for all activities and accountabilities associated with the role.

KEY CHALLENGES

- Providing prompt, consistent and accurate processing functions supplemented with high quality advice ensuring all activities are in accordance with the enterprise agreement.
- Keeping abreast of operational activity and changes to business requirements to ensure required levels of variable labour staffing across the organisation are met.
- Impartiality, fairness and compliance with requirements.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Workforce Planning Manager	To receive direction and guidance and work closely to deliver an effective and efficient workforce planning function.
Departments which undertake high volume variable labour rostering	To identify and deliver effective systems for the rostering of employees, in accordance with business requirements, and within required timeframes and budgets. To consult on expected business levels for forward planning purposes. To provide advice on best practice rostering approaches.
People & Development Team	To develop fair rostering parameters and employee skill level registers to drive development and training plans in consultation with direct managers.
Payroll Team	To ensure effective input of information into the payroll system. To identify and resolve any issues or discrepancies. To identify trends and issues.

ROLE DIMENSIONS

Decision Making

This role has the autonomy to make decision on the development of the draft rosters within the framework and guidelines of the workforce planning function for approval by business area managers. Issues with a significant business impact are referred to the manager for advice and resolution.

Reporting Line

Workforce Planning Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Demonstrated experience in workforce planning with proven experience in rostering and scheduling large numbers of resources across diverse functions.
- Proven experience in utilising business systems for resourcing and scheduling.
- Demonstrated ability to devise, tailor and implement customised solutions for streamlined and consistent procedural flow.
- Demonstrated capability to balance competing priorities and manage high pressure time constraints and simultaneous deadlines.
- Strong written and verbal communication skills
- Experience in delivering financial and operational reporting including a high degree of forecasting and statistical analysis that will improve business results.
- Problem solving and forecasting ability to assess work flows and anticipate upcoming trends requiring roster completion before confirmed details are available.
- Proven capability in liaising effectively with all manager of personality types working within diverse functions.
- Proven ability to perform and achieve business KPI'S.

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	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	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	Intermediate	- Represent your organisation in an honest, ethical and professional way - Support a culture of integrity and professionalism - Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct - Report misconduct and inappropriate behaviour - Report and manage conflicts of interest and encourage others to do so
Personal Attributes Manage Self	Intermediate	- Adapt your existing skills to new situations - Commit to achieving work goals - Be aware of your strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Persist when tasks are difficult

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information
Relationships Commit to Customer Service	Intermediate	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed
Results Plan and Prioritise	Intermediate	• Understand the team and business unit's goals and set work tasks that contribute to meeting them • Set and develop team goals and plans, and use feedback to inform planning • Respond proactively to changing circumstances and adjust your plans when necessary • Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals • Adapt and respond proactively when priorities and work environments change
Results Think and Solve Problems	Intermediate	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	• Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs
		• Research and analyse data at a basic level to inform and support the achievement of project deliverables
		• Contribute to developing project documents and resource estimates
		• Contribute to reviews of progress, outcomes and future improvements
		• Identify when projects differ from their plans and tell your supervisor