Role Description

Project Officer, Social Impact

Cluster	**Creative Industries, Tourism, Hospitality and Sport**
Agency	**Sydney Opera House**
Division/Branch/Unit	**Strategic Engagement & Impact**
Location	**Sydney CBD**
Classification/Grade/Band	**Grade 3 Level 2**
OSCA Code	**511112**
PCAT Code	**1327172**
Role Number	
Date of Approval	**October 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-2026-28.

PURPOSE OF THE ROLE

The Project Officer supports the delivery of social impact programs at Sydney Opera House (SOH), providing hands-on project coordination across activities, events, timelines, stakeholder engagement and reporting to ensure initiatives contribute to the objectives of the Everyone's House strategy.

The role sits within an integrated impact function that is responsible for driving positive social and environmental outcomes in alignment with the United Nations Sustainable Development Goals (SDGs).

KEY ACCOUNTABILITIES

- **Program delivery:** Coordinate social impact programs and initiatives, including developing project plans, tracking milestones and deliverables, coordinating stakeholders and resources, and preparing documentation and progress reports to support delivery against agreed objectives and deadlines.
- **Monitoring and evaluation:** Support program review, monitoring and evaluation activities, including tracking progress against clear objectives/targets, gathering evidence of outcomes, identifying risks and opportunities for improvement, and contributing to the development and refinement of initiatives.
- **Stakeholder engagement and research:** Research best practice and emerging trends, collate data and insights, and support engagement with diverse stakeholders and communities to inform social impact programs and initiatives.

- **Team, event and calendar coordination:** Coordinate meetings, events and team activities, including logistics, scheduling, stakeholder invitations and follow-up actions. Maintain the central social impact calendar of culturally significant dates, events, project milestones and deadlines.
- **Systems and administration:** Maintain administrative processes, systems, records and databases, and coordinate bookings, invoices, filing, archiving and contracts to support efficient team operations.
- **Communications and content:** Support stakeholder and audience communications, including content development, social media and website updates, and promotion of social impact initiatives.
- **Governance, reporting and recognition:** Coordinate inputs for governance, compliance and external reporting requirements, including the SOH Annual Report and government submissions. Coordinate award, grant and recognition submissions, including drafting responses and obtaining approvals.

KEY CHALLENGES

- Balancing competing work priorities across a number of areas in a busy, dynamic environment with limited resources.
- Developing highly effective collaborative relationships across a range of stakeholders, perspectives and live experience.
- Develop and recommend solutions or alternatives to ensure program delivery is achieved against agreed objectives/deadlines.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Social Impact	To receive overall direction about current priorities for duties and operations; to escalate issues as appropriate.
Senior Manager, Access	To provide administrative support and project management for day to day operations, and for specific work activities.
Senior Manager, Impact Programs & Operations	To provide administrative support and project management for day to day operations, and for specific work activities.
Other internal SOH stakeholders and departments	To liaise with on the coordination and delivery of projects and for specific work activities.
External	
Community and organisational stakeholders	To liaise with on the coordination and delivery of projects and for specific work activities.

ROLE DIMENSIONS

Decision Making

The position is guided by established work practices, procedures and protocols and priorities are established in discussion with Head of Social Impact and senior managers within the Social Impact team, however the position holder is expected to exercise discretion when approaching various tasks to be performed.

The position holder is expected to review and maintain administrative processes, systems and practices and recommend changes as necessary to ensure continual improvement.

Reporting Line

Head of Social Impact

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Demonstrated professional experience in administration/project management or related fields and/or tertiary qualifications in a relevant area.
- High level written and oral communication, including strong writing, proofreading and editing ability and experience in preparing presentations. Good attention to detail is a must.
- High levels of problem solving, prioritisation, organisational and time management skills, with the demonstrated experience to work with minimal supervision.
- Good interpersonal skills, with the ability to develop meaningful relationships and work and collaborate with all levels of internal and external stakeholders.
- Solid research, analytical skills and technology skills. Sound knowledge and experience with Microsoft Office computer software, record management databases (such as CM9), account processing systems (such as IPOS), and customer relationship management platforms (such as Tessitura) are preferred though not a must.

DESRIABLE REQUIREMENTS

- Commitment to social and environmental causes, including a proactive interest in initiatives that create meaningful community, cultural, or environmental change.
- Demonstrated interest in social impact initiatives, with a genuine curiosity about how to drive positive community and sustainability outcomes.
- Previous exposure, involvement, or interest in change management in a professional setting.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees.

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	Intermediate
	Manage Self	**Adept**
	Value Diversity and Inclusion	**Adept**
	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Intermediate
	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 Manage Self	Adept	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance
Personal Attributes Value Diversity and Inclusion	Adept	• Promote diversity, inclusion and cultural safety in your organisation, for colleagues, customers and stakeholders • Seek practical ways to build cultural safety by removing barriers for people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and a culture that values difference • Recognise and proactively address bias in interactions and decision-making
Relationships Communicate Effectively	Adept	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views
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
Business Enablers Project Management	Intermediate	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor