

Role Description

Board Secretariat Coordinator



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Division/Branch/Unit	Office of the CEO
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 2
Kind of Employment	Enterprise Agreement – Ongoing
ANZSCO Code	521111
PCAT Code	1121592
Role Number	
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 changes.

To make this real, we are focused on four themes that underpin our organizational 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

This role provides a broad range of assistance and support to the Company Secretary and Director, Office of the CEO to ensure the effective and efficient administration of company secretariat functions to the Opera House's Board and Executive Team.

KEY ACCOUNTABILITIES

- Administer the end-to-end Board and Committee meeting process including: coordination of annual meeting dates; drafting, proofing and formatting of agendas, papers, minutes and presentations; collating papers and documents in the electronic board portal; and meeting room bookings and set-up.
- Engage and strengthen relationships with key internal and external stakeholders to facilitate Board and Committee activities and outcomes.
- Serve as a key point of contact for Board and Committee members and their executive assistants including inductions, ticketing, strategic event briefings, parking, travel, accommodation and courier services.
- Administer the electronic document management record system for Board and Committee files, papers and decisions.
- Ensuring Board and Committee information on the Opera House's staff intranet and public website is up to date.
- Provide information required for annual reporting internally and for the Audit Office of NSW.
- Cover essential operational tasks of the Company Secretary during leave periods.
- Provide general support for Office of the CEO and cross-portfolio projects, as required.

KEY CHALLENGES

- Maintaining high-quality service delivery, including focus and accuracy, when there are many competing priorities.
- Building strong rapport and credibility with key stakeholders, including Board members and Executive/senior management.
- Ensuring work is completed within deadlines.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Company Secretary	To provide general administrative support and provide advice, coordination and support on issues affecting allocated tasks and projects.
Director, Office of the CEO	To provide support and operational advice on issues affecting allocated tasks and projects and provide administrative support as appropriate.
Executive Management	To effectively liaise with members of Executive management on a variety of issues, from information dissemination to coordinating meetings.
SOH Managers	To establish and maintain effective working relationships with key managers and staff to coordination of meetings and resources and obtaining/disseminating information. To provide reporting requirements associated with the company's governance, annual reporting and the appointment of Board members (Trustees).
External	
Board, Committee members and Trustees	To be a point of contact for Board and Committee chairs/members and their assistants in the organisation of meetings and events.

ROLE DIMENSIONS

Decision Making

The Board Secretariat Coordinator receives overall direction in this role from the Company Secretary and the Director, Office of the CEO. On a day-to-day basis, the position holder makes decisions in regard to key accountabilities and their prioritisation to ensure that deadlines and objectives are met. The position holder will be guided in these decisions by relevant Opera House policies and procedures.

Reporting Line

Company Secretary

Direct Reports

NIL

ESSENTIAL REQUIREMENTS

- End-to-end corporate secretariat experience, including working with electronic board paper applications and document management systems.
- Advanced Microsoft Office skills.
- Appropriate tertiary qualification in governance, administration or equivalent is desirable.
- Professional membership of a corporate governance body/association/institute is desirable.

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
	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Foundational

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
	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 set an example for others to follow - 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 - Ensure that others have a working understanding of the legislation and policy framework within which they operate - Act on reported breaches of rules, policies and guidelines
Personal Attributes Manage Self	Adept	- Look for and take advantage of opportunities to learn new skills and develop strengths - Show commitment to achieving challenging goals - Examine and reflect on own performance - Seek and respond positively to constructive feedback and guidance - Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	- Tailor communication to the audience - Clearly explain complex concepts and arguments to individuals and groups - Monitor own and others' non-verbal cues and adapt where necessary - Create opportunities for others to be heard - Actively listen to others and clarify own understanding - Write fluently in a range of styles and formats
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

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		- 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
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