

Role Description

Creative Learning Producer



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 - Ongoing
ANZSCO Code	132411
PCAT Code	3221312
Role Number	W02279R02279
Date of Approval	March 2024
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

This position is responsible for the effective management and presentation of creative learning and play projects that are part of the Children, Families and Creative Learning (CFCL) program.

The Producer, working to the direction of the Head of Program, and reporting to the Creative Learning Manager, works to produce and deliver a stimulating and diverse program of work, through the scoping of potential projects; the maintenance of existing programs; the delivery of projects; and by developing industry and artistic relationships. Projects are managed through to a successful completion through generating budgets, modelling options, scheduling, recruiting freelance artist facilitators, drafting contracts and project managing the array of internal and external stakeholders involved.

The role produces projects both onsite and in schools as part of an annual program of learning and play across the school year and school holidays. The Producer actively engages with best practise creative learning approaches and contributes specialist knowledges within the learning team to articulate and develop a pedagogical practise using play, creative learning techniques, our performing arts program and the heritage, history and architectural inspiration of the Sydney Opera House building.

KEY ACCOUNTABILITIES

- Work in close collaboration with Head of Program and Creative Learning Manager to develop and deliver ideas and projects that support the artistic, creative learning and business planning objectives of the CFCL program, to ensure the overall program is delivered on time and achieves its budget, creative learning and artistic objectives.
- Lead a diverse team of SOH staff and external contacts in the planning and operational delivery to ensure each project

achieves the highest levels of artistic and financial success.

- Develop budgets for projects, including detailed costing of expenditure, soliciting estimates, modelling revenue and then see the control and management of the project budget through to project completion. Develop project business cases to substantiate project parameters and gain approval to proceed.
- Work with the Creative Learning Manager and SOH in house legal team to prepare contracts with artists, agents, publishers and project partners, ensuring all salient matters are agreed and accurately recorded. Ensure that any and all contractual obligations, such as logistics and production riders are clearly defined with artists and communicated to operational staff.
- Consult with schools and creative learning and education specialists to produce and deliver the annual teacher professional learning, the Creative Leadership in Learning program, the Amplified Festival, the School Holiday public Creative Play program for young people, their families and carers, and the public School Holiday Creative workshop program in the Centre for Creativity.
- Provide input into the development of marketing and publicity campaign plans and ensure the implementation is coordinated with all stakeholders to ensure all programs have maximum attendances.
- Facilitate the application for potential and relevant arts/cultural funding in collaboration with the Creative Learning Manager.
- Work with the Creative Learning Manager to ensure best practises across Creative Learning approaches are applied to all learning programs and contribute to the design and implementation of evaluation of projects.
- Develop and deliver other creative learning programs as needed across the annual program.

KEY CHALLENGES

- Balance competing project timelines and priorities to ensure project deadlines are met and that operational, creative learning and artistic planning obligations are balanced
- Working in a co-design context with other colleagues, program areas and freelancers
- Balancing working offsite on project in schools, whilst also working onsite with in venue projects

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Children, Families & Creative Learning	To receive direction, guidance and advice on the Creative Learning program and Play planning and idea development. Undertake duties and tasks as assigned, working autonomously within the mandate given while keeping abreast of and involved in relevant operational planning and roll-out of projects as requested.
Creative Learning Manager	To receive direction, guidance and advice on program planning, schools activity and relationships, idea development and operational delivery including budget management and producing. To receive support for onboarding and any employee related matters.
Director, Programming	To respond to directions from this role on all matters and receive guidance on the broader artistic aims of SOH Presents.
Head of Operations and Business Management, SOH Presents	To respond to directions from this role on all matters, keep broadly involved on all relevant matters and to seek direction on matters related to process, systems, HR, administration, logistics and ticketing, planning and resource planning.
Finance Business Analyst, SOH Presents	To respond to directions from this role on all matters, keep broadly involved on all relevant matters and to seek direction on matters related to budgets, event cases and financial management.
Other CFCL team members	To work collaboratively across team planning, supporting the program's producing needs across the whole department
Digital Team	To facilitate access to CFCL programs for potential digital programming through consideration of programming needs of both teams, scheduling and introductions to artists
Other Program Heads & Producers	To contribute to the broader objectives and ensure integration of activities across the whole of the SOH Presents program, supporting other staff in a proactive and collaborative manner.
Other Programming Staff	To work collaboratively and ensure other staff working on projects have what they need to do their jobs effectively to support projects.
Venue Manager CFC	To work closely with across event delivery and planning in the CFC, incorporating feedback on production and logistic parameters
Marketing, Publicity and Digital Content	To involve in project development and planning. To keep in close contact on the development of marketing, digital and PR plans for projects while allowing them to be responsible for their portion of the project.

WHO	WHY
Production and Account Managers	To keep involved from early on, to work with on an equal basis respecting expertise and advice and to allow them to have the broad mandate to fully manage their portion of the project. Where production issues arise that have artistic implications, work between company and Production Manager to jointly problem solve.
External	
Creative Learning Sector, Government Creative Learning Organisations, Artists and Arts Companies	To maintain networks, build new relationships, be plugged into developments within the creative learning and play sector relevant to SOH programming.
Contract Staff	To oversee contract project staff as necessary. To ensure that artists under contract to SOH are treated responsively, respectfully and warmly, and their expectations and needs are met resulting in a memorable and enjoyable projects at SOH.
Resident Companies, Presenters, Producers and Promoters	To discuss projects, negotiate participation, develop and maintain networks.
The Arts/Entertainment Industry, Media and the General Public	To represent SOH in media interviews, speeches at functions and representing SOH at conferences and events as necessary.
Schools, Universities and Students	To liaise and advise on the content of work, age suitability and other relevant matters.

ROLE DIMENSIONS

Decision Making

The Creative Learning Producer:

- works within the parameters and undertakes the work as set by the Head of Program
- has the mandate to develop external relationships, partnerships and create and propose for approval programming creative learning and play projects that are within the set parameters
- collaboratively works with the Head of Operations and Business Management, SOH Presents to plan and manage resourcing and operational requirements and follows the directions of the Head of Operations and Business Management on all matters except that of artistic curation
- works with the Business Analyst on the development and management of project budgets, forecasts, event cases and financial matters generally and follow the directions of the Business Analyst on all financial matters
- is able to enter into financial commitments and contracts that are consistent with *both* the Delegations Policy and the approved event case for the applicable project without reference to the Head of Program providing such contracts are consistent with the broad direction set by the Head of Program
- is broadly authorised to make the necessary decisions in the operational planning and delivery of programming projects provided that decisions are consistent with policy and the direction from the Head of Program
- is expected to work in partnership with the team and project staff
- follows the directions of the Director, Programming.

Reporting Line

Creative Learning Manager

Direct Reports

Freelance teaching artists, contracted creative play facilitators and school holiday workshop artists.

ESSENTIAL REQUIREMENTS

- Demonstrated experience and expertise of 5 years +, in developing and delivering creative learning and play projects for students, young audiences and families in a creative learning context
- Demonstrated commercial acumen and strong business and financial management skills and experience including developing and implementing creative learning briefs, project budget and evaluation processes
- Strong team, relationship management coupled with strong oral and written communication skills
- Experience in developing and delivering audience development strategies and outreach programs in communities and schools, and in cultural venues
- A detailed understanding of the NSW and Australian curriculums as applied to creative learning programs
- Thorough knowledge of and high quality network of contacts in the creative learning and young audiences sector and relevant arts festivals, venues, arts centres and arts companies, both nationally and internationally
- Knowledge of the differences and specific requirements of government, independent, religious school sectors, primary, secondary and tertiary stages
- Proven ability to lead, mentor and work with young people
- Experience in managing multiple projects, often with competing priorities

- Successful track record using persuasion and influence to achieve objectives
- Experience preparing contracts with artists, and arts organisations
- A valid WWCC clearance

All SOH staff have a responsibility to raise any child safety concerns they may have and comply with all legislative obligations that apply in relation to reporting child abuse. All staff engaged in child-related work are “mandatory reporters” and must comply with the reporting obligations outlined in [SOH's Child Safety Framework](#), in particular the Child Safety Complaint Handling Procedure.

Desirable

- Relevant tertiary qualification in the creative learning field, with an emphasis on drama, dance, multi-media and music teaching and/or early creative learning
- Demonstrated experience in relating to school students and an understanding of teacher needs. A knowledge of child related legislation, including NSW Child Protection and Working with Children.

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	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Foundational
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	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.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
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	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop	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

Group and Capability	Level	Behavioural Indicators
People		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
