

# Role Description

## Programming Coordinator



|                           |                                                                               |
|---------------------------|-------------------------------------------------------------------------------|
| Cluster                   | Creative Industries, Tourism, Hospitality and Sport.                          |
| Agency                    | Sydney Opera House                                                            |
| Division/Branch/Unit      | Programming                                                                   |
| Location                  | Sydney CBD                                                                    |
| Classification/Grade/Band | Grade 1, Level 3                                                              |
| Kind of Employment        | Enterprise Agreement - Temporary                                              |
| ANZSCO Code               | 212112                                                                        |
| PCAT Code                 | 1119192                                                                       |
| Role Number               | W02133R02133; W02307R02133; W02352R02133; W02232R02133; W02236R02133          |
| Date of Approval          | July 2024                                                                     |
| Agency Website            | <a href="http://www.sydneyoperahouse.com">http://www.sydneyoperahouse.com</a> |

### 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

SOH Presents (SOHP) is the Opera House's internal programming department, producing over 150 different events each year across the genres of Contemporary Music, Talks & Ideas, Children Families & Creative Learning, International dance and classical music, and Programming. This position works across all art forms and is responsible for providing a range of support to ensure the efficient delivery of SOHP festivals and artistic programs, including artist liaison, planning and scheduling, logistics, and administration.

### KEY ACCOUNTABILITIES

- Provide administrative and operational support on SOHP projects as assigned, including but not limited to coordinating artist requirements; travel and logistics; hospitality; ground transport; assistance in the venue during each event; and liaison between relevant SOH departments
- Liaise with facilitators, participants, production and technical crew to coordinate projects, and prepare and distribute contracts and schedules as required.
- Prepare, distribute and update VISA applications; logistics, accommodation and transport schedules; and other key planning and scheduling documents.
- Provide dependable on-the-ground assistance for assigned events.

- Ensure all artist and project-based payments are accurately entered into the SOH procurement system (iPos) and that all payments are made on time; plus assist artists/artist management with superannuation and taxation matters.
- Maintain project budgets as directed, ensuring the accurate entry of expenses and flagging potential issues as required
- Assist in the preparation of accurate and on-brand collateral including but not limited to signage and programmes.
- Assist in the preparation of reports and other forms of material for use by other members of the SOH Presents team.
- Attend project meetings and circulate minutes and action items following meetings as required.

## KEY CHALLENGES

- Balance multiple projects at once, each with competing timelines and priorities
- Balance office-based administrative tasks with on-the-ground event support, ensuring that both are undertaken with diligence and timeliness
- Complete all tasks on time and on budget; escalating potential issues as appropriate.

## KEY RELATIONSHIPS

| WHO                                                           | WHY                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal</b>                                               |                                                                                                                                                                                                                                                                                                                                            |
| Head of Operations and Business Management, SOHP              | To respond to directions from this role on all matters; receive guidance and instruction; discuss work allocation and performance; provide advice on all administrative and operational issues in relation to the SOH Presents team and programming; provide support and cooperation in the achievement of the teams goals and operations. |
| Executive Director, Performing Arts                           | To respond to directions on all matters; undertake any work assigned.                                                                                                                                                                                                                                                                      |
| Program Heads & Producers                                     | To receive information, guidance and instruction regarding allocated projects; proactively support the needs of these roles; ensure integration of activities across the whole of the SOH Presents program.                                                                                                                                |
| Finance Manager and Business Analyst, SOH Presents            | To respond to directions on all financial and compliance matters, undertake any work assigned.                                                                                                                                                                                                                                             |
| Production & Account Managers                                 | To work collaboratively in the on-the-ground delivery of projects.                                                                                                                                                                                                                                                                         |
| 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.                                                                                                                                                                                                   |
| <b>External</b>                                               |                                                                                                                                                                                                                                                                                                                                            |
| Artists & Art Companies                                       | To ensure that artists under contract to SOH are treated respectfully and warmly, and their expectations and needs are met, resulting in a memorable and enjoyable performance at SOH.                                                                                                                                                     |
| Resident Companies, Presenters, Producers, and Promoters      | To discuss projects, develop and maintain networks.                                                                                                                                                                                                                                                                                        |
| The Arts/Entertainment Industry, Media and the General Public | To represent SOHP as a point of contact for general queries.                                                                                                                                                                                                                                                                               |

## ROLE DIMENSIONS

### Decision Making

The Programming Coordinator is accountable to the Head of Operations and Business Management, and works closely and follows the direction of the relevant Producer on a day-to-day basis. The position will be assigned work as required by the Head of Operations and Business Management, and given clear parameters within which to work. The Programming Coordinator may make decisions on day to day administrative issues and event delivery consistent with relevant SOH policies and procedures and directives.

### Reporting Line

Head of Operations and Business Management, SOHP

### Direct Reports

Nil

## ESSENTIAL REQUIREMENTS

- A passion for and experience in the performing arts, preferably in an arts company environment working in an administrative or logistics support role.
- Experience working directly with artists.
- Strong communication and interpersonal skills, both with internal and external stakeholders; plus a 'customer first' approach to all tasks and situations.
- Highly developed and demonstrated attention to detail when undertaking all tasks.
- Ability to remain calm under pressure and work in a fast-paced, challenging arts venue environment
- Demonstrated experience and competence in the provision of high-level administrative and operational support in a busy, demanding environment
- Ability to apply procurement policies and an understanding of budgeting and financial management
- Highly developed organisational and time management skills, with the ability to work both independently and within a team environment.
- Advanced skills in Microsoft Office required; experience using database and event management software highly regarded.
- Prior experience in production, stage management, travel and logistics, and/or artist liaison roles highly regarded.
- 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.

## 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](http://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               |
| <br>Personal Attributes | <b>Display Resilience and Courage</b> | <b>Foundational</b> |
|                                                                                                            | <b>Act with Integrity</b>             | <b>Foundational</b> |
|                                                                                                            | Manage Self                           | Foundational        |
|                                                                                                            | Value Diversity                       | Foundational        |
| <br>Relationships       | <b>Communicate Effectively</b>        | <b>Intermediate</b> |
|                                                                                                            | <b>Commit to Customer Service</b>     | <b>Foundational</b> |
|                                                                                                            | Work Collaboratively                  | Foundational        |
|                                                                                                            | Influence and Negotiate               | Foundational        |
| <br>Results             | Deliver Results                       | Foundational        |
|                                                                                                            | Plan and Prioritise                   | Foundational        |
|                                                                                                            | Think and Solve Problems              | Foundational        |
|                                                                                                            | <b>Demonstrate Accountability</b>     | <b>Foundational</b> |
| <br>Business Enablers   | Finance                               | Foundational        |
|                                                                                                            | Technology                            | Foundational        |
|                                                                                                            | Procurement and Contract Management   | Foundational        |
|                                                                                                            | <b>Project Management</b>             | <b>Intermediate</b> |

## 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Personal Attributes</b><br>Display Resilience and Courage | Foundational | <ul style="list-style-type: none"> <li>Be open to new ideas and approaches</li> <li>Offer own opinion, ask questions and make suggestions</li> <li>Adapt well to new situations</li> <li>Do not give up easily when problems arise</li> <li>Stay calm in challenging situations</li> </ul>                                                                                                                                                                                                         |
| <b>Personal Attributes</b><br>Act with Integrity             | Foundational | <ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>                                                            |
| <b>Relationships</b><br>Communicate Effectively              | Intermediate | <ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul> |
| <b>Relationships</b><br>Commit to Customer Service           | Foundational | <ul style="list-style-type: none"> <li>Understand the importance of customer service</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services which meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> </ul>                                                                 |
| <b>Results</b><br>Demonstrate Accountability                 | Foundational | <ul style="list-style-type: none"> <li>Take responsibility for own actions</li> <li>Be aware of delegations and act within authority levels</li> <li>Be aware of team goals and their impact on work tasks</li> <li>Follow safe work practices and take reasonable care of own and others health and safety</li> <li>Escalate issues when these are identified</li> </ul>                                                                                                                          |
| <b>Business Enablers</b><br>Project Management               | Intermediate | <ul style="list-style-type: none"> <li>Perform basic research and analysis which others will use to inform project directions</li> <li>Understand project goals, steps to be undertaken and expected outcomes</li> <li>Prepare accurate documentation to support cost or resource estimates</li> <li>Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate any possible variance from project plans</li> </ul>                        |