

Role Description

Senior Collections Officer



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Tier 2, Grade 4, Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	599999
PCAT Code	1228192
Role Number	TBA
Date of Approval	February 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.

PURPOSE OF THE ROLE

The Senior Collections Officer will develop and manage the Sydney Opera House's Cultural Corporate Collections. This role will develop and implement collections management policies and procedures to deliver and continuously improve governance, documentation, conservation, access, interpretation and legislative compliance of the Opera House Collections. The role will support establishing a Sydney Opera House Collections Management Framework, alongside the Heritage Manager and Senior Archivist.

KEY ACCOUNTABILITIES

- Develop, manage and continuously improve the Cultural Collection and Corporate Collection for the Opera House, ensuring best-practice collections management standards and legislative compliance and providing expert advice and guidance on collections management.
- Develop and implement policies, procedures, operational plans and projects pertaining to collections management including accession, deaccession, disposal, collection development, cataloguing, preservation, storage, security and control of collections, valuation, inward and outward loans and documentation.
- Manage and maintain collections information on the Opera House's collections database (ARGUS).
- Prepare conservation plans and other types of reports to meet organisational, statutory or industry reporting requirements.
- Work with the Senior Archivist to curate, research, source and deliver engagement activities including exhibitions, an online collections catalogues and support other business areas to use and promote the Collections to the public.
- Manage project planning, development and implementation, coordinating resources, managing project budgets and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, and to high standards.
- Facilitate access to the Opera House Collections for internal stakeholders and external researchers, responding to research, access and donation enquiries.

- Build strong relationships and collaborate with broad range of stakeholders externally and internally to deepen an understanding of, and access to, the Opera House collections across state, national and international collecting institutions.

KEY CHALLENGES

- Establishing and embedding new management frameworks, systems and practices within a complex, highly visible performing arts organisation.
- Juggling care and conservation expectations in a busy operating environment, and striking the right balance of the use of collection items with preservation principles.
- Working across multiple teams and balancing competing priorities.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Heritage Manager	<ul style="list-style-type: none"> • Provide regular updates on key projects, issues and priorities, expert advice and contribute to decision making. • Identify and escalate emerging issues/risks and their implications and propose solutions
General Manager, Building Operations	<ul style="list-style-type: none"> • Building Operations manages maintenance and storage of Opera House assets • Utilises Corporate collection for maintenance throughout building and decoration
Logistics Manager	<ul style="list-style-type: none"> • Manages on and off-site storage for assets, including artworks, for the Opera House • Arranges transportation of objects and items.
Records Team Lead	<ul style="list-style-type: none"> • The Information Management team sets the strategic direction and implements records management, including State Archives, in accordance with NSW legislation and regulations. • Meet records management policies in collections management
Senior Archivist	<ul style="list-style-type: none"> • Work closely together to collaborate on development and implementation of a Collections Management Framework • Provide expert advice in collections management • Developing and implementing storytelling initiatives with team
Heritage Officer & Coordinator	<ul style="list-style-type: none"> • Developing and implementing storytelling initiatives with team
External	
Collecting institutions	<ul style="list-style-type: none"> • Maintain effective and collaborative stakeholder relationships, establishing the Opera House as a leader in collections management. • Consult and collaborate on projects as appropriate. • Stay up to date
External service providers	<ul style="list-style-type: none"> • Work collaboratively to ensure consistent interpretation and application of guiding heritage documents, policies and legislation. • Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements. • Consult, provide and obtain information, negotiate required outcomes and timeframes. • Resolve and provide solutions to issues.

ROLE DIMENSIONS

Decision Making

The Heritage Manager has oversight of the Sydney Opera House Collection, comprising a Corporate Collection (including decorative items, significant building materials used for maintenance), a Cultural Collection (a permanent collection of collected archives and heritage items including artworks). This role refers to the Heritage Manager for decisions requiring significant change, project outcomes or timeframes, or matter that are likely to escalate and create contentious precedent or require a high administrative or financial delegation.

The Senior Collections Officer has the autonomy to make decisions regarding collections management documentation, description, systems configuration, access processes and research priorities within established standards, legislation and organisational policy. This role also exercises judgment in dealing with a range of operational and/or conceptual tasks and problems with reference to established standards, practices and procedures...

Reporting Line
Heritage Manager

Direct Reports
Nil

ESSENTIAL REQUIREMENTS

- University qualifications in relevant subject (e.g. collections management, museums studies), acceptable for professional membership of the Australian Museums and Galleries Association (AMAGA).
- Minimum of 10 years' experience working in collections management in a collecting institution or heritage site.
- Knowledge of NSW government legislation and best practice policies relevant to heritage and collections management, specifically the NSW Heritage Act and Significance 2.0.
- Demonstrated experience with a proven record of achievement in management and delivery of collections projects including conservation programs, digitisation, systems management, and the delivery of storytelling initiatives for public audiences such as exhibitions and public programs.
- Comprehensive understanding of collection management systems (preferably experience with ARGUS).
- Demonstrated leadership in collections management and promotion.
- Strong writing skills and communication and customer service skills.
- Ability to work independently and as a team player.
- Analytical skills for solving complex problems.
- Demonstrated experience in collaborating with peers of other fields (e.g. facilities management, records management) on joint projects.

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	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	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.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act on reported breaches of rules, policies and guidelines
Personal Attributes Manage self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices 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 and maintain a high level of personal motivation
Relationships Communicate effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Results Think and solve problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and rollout of new technologies
Business Enablers Project management	Adept	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholder to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects