

Role Description

Senior Government Relations Officer



Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Division/Branch/Unit	People and Government
Location	Sydney CBD
Classification/Grade/Band	Grade 4, Level 1
Kind of Employment	Crown Employee (Sydney Opera House) Award 2024
ANZSCO Code	531111
PCAT Code	1327172
Role Number	2199
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 Senior Government Relations Officer provides project management, sophisticated stakeholder engagement and administrative services to ensure the effective and efficient achievement of departmental objectives. It supports the Head of Government Relations with the development and delivery of timely and accurate Government advice and reporting. The role leads and supports effective advocacy of the Opera House's social, economic and cultural impact on the community, and is responsible for identifying funding opportunities for projects across the organisation.

KEY ACCOUNTABILITIES

- Drawing on deep government relations expertise, advises and supports the Head of Government Relations to coordinate and draft timely and effective responses to Government requests for information including briefings, reports, submissions, and general advice and correspondence.
- Using current knowledge and expertise in government relations, support colleagues across the business in navigating complex Government policies, legislation and requirements, and provide expert advice on Government priorities and processes as required, including appropriate strategies to navigate to achieve optimum outcomes.
- Manage the Opera House's Government engagement plan, collaborating across portfolios to identify and coordinate strategic engagement opportunities for Government.
- Mitigate, own and manage sensitive issues by analysing risks, implementing mitigation strategies, and working with communication teams.

- Coordinate protocol requirements for VIP visits from international dignitaries, Heads of States and high-level guests' visits to the Opera House, including liaising with internal and external stakeholders, and undertaking meet/greet duties for select VIP visitors.
- Provide expert input into and communicate the Opera House's social and environmental impact, including its commitment to the UN Sustainability Development Goals to Government stakeholders.
- Lead the development of high quality grant applications and associated acquittals and processes, ensuring that opportunities to obtain external funding are aligned with the organisation's priorities.
- Coordinate strategic Government-related projects, ensuring they are delivered on time, on budget and with cross-organisational support.

KEY CHALLENGES

- Effectively working in a high-pressure environment with complex and sensitive government issues, under tight deadlines and with limited resources.
- Contributing to departmental and organisational objectives and programs through negotiation and influencing improved communication processes, strategies and outcomes that support the Sydney Opera House, Government Relations and its stakeholders.
- Ability to autonomously come up to speed on operating environment context and complicated stakeholder and government relations issues quickly and expertly solve challenging issues in an effective and efficient manner for the benefit of Sydney Opera House

KEY RELATIONSHIPS

WHO	WHY
Internal	
Executive Director, People & Government	To provide general support and coordination on issues affecting allocated projects.
Head of Government Relations	To receive direction and provide general support and advice, coordination and support on issues affecting allocated projects and activities.
Government, Policy & Heritage Coordinator	To collaborate on day to day activities.
Portfolio Managers and teams	To work collaboratively to consult, provide advice and be aligned with SOH goals and objectives.
External	
Government Agencies	To establish and maintain effective working relations with key Government Agencies and stakeholders.
Business Partners	To establish and maintain effective working relations with key business partners.

ROLE DIMENSIONS

Decision Making

- Independently plans and sets priorities for work to be completed, managing the day to day workload independently, balancing competing work priorities in a busy, dynamic environment. .
- Manages the delivery of individual projects and coordinates in collaboration with internal and external stakeholders against deliverables.
- Provides advice and support to managers and teams on government relations, policies, parliamentary briefings, protocol and government reporting.
- Expected to identify key issues and resolve potential issues at an early stage.

Reporting Line

Head of Government Relations

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Tertiary qualification in a relevant discipline (communications / government policy / arts administration) or demonstrated

equivalent experience.

- High levels of initiative, prioritisation, organisational and time management skills, with the ability to work with minimal supervision.
- Proven record of experience in a high volume, time sensitive and issues driven area.
- Highly developed research and analytical skills, with strong attention to detail.
- High level written communication skills, with experience in preparing complex written material in a government environment an advantage.
- Demonstrated superior oral, persuasive, negotiation and interpersonal skills, with the ability to develop and maintain a network of internal and external stakeholders.
- Demonstrated knowledge of the workings of Government, including the role of Ministers, their offices and agencies, as well as Government and Parliamentary protocols and procedures.

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

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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules