

# Role Description

## Deputy Head of Production Management

Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4 Level 2
Kind of Employment	Enterprise Agreement – Ongoing
ANZSCO Code	212112
PCAT Code	3119192
Role Number	
Date of Approval	Feb 2026
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 the community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

### PURPOSE OF THE ROLE

This role is responsible for providing senior-level production management services to all hirers at Sydney Opera House and to assist the Head of Department in the management of the Production Management team and its workload.

The Deputy Head of Production Management assists the Head of Production Management in ensuring the team delivers exceptional customer service to hirers and stakeholders. It fosters strong, collaborative relationships to ensure requirements are clearly understood and executed in line with the Opera House's artistic vision and strategic goals. Responsibilities include managing event allocations and team workloads, contributing to strategic event planning, providing high-level event support, and overseeing the wellbeing and professional development of the team's Coordinators.

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### KEY ACCOUNTABILITIES

- Provide senior leadership and operational support to the Production Management team, supporting the Head of Production Management to allocate events, manage workloads, and ensure the effective use of team capability and resources.
- Provide contingency leadership coverage for the Head of Production Management, including decision-making, issue escalation and stakeholder engagement during periods of leave or absence.
- Manage and develop Production Coordinators, providing day-to-day supervision, mentoring and professional development to support performance, wellbeing and capability uplift.
- Provide effective and persuasive leadership of the technical planning process for safe and efficient event delivery ensuring the hirers needs are balanced fairly with Sydney Opera House's artistic, heritage and business objectives.
- Lead the technical planning, procurement and delivery of complex events at Sydney Opera House, ensuring events are delivered safely, on time, within budget and in alignment with organisational policies, contractual obligations and strategic objectives.
- Provide outstanding customer relationship management, including maintaining proactive working relationships with stakeholders and service providers to balance competing needs and achieve strategic and operational objectives.
- Contribute to strategic planning and continuous improvement initiatives, including event scoping, business process development and cross-departmental projects that enhance service delivery and operational efficiency.

### KEY CHALLENGES

- Balancing competing project timelines and priorities to ensure project deadlines are met and that operational and artistic planning obligations are balanced.
- Gathering and interpreting technical requirements from hirers and translating this into operational plans within established SOH operational process and procedures.
- Enabling artistic direction to achieve the vision of Sydney Opera House; to be bold and inspiring in everything we do.
- Maintaining supportive and collaborative relationships, internally and externally, to ensure the successful delivery of events, while also remaining consistent with the values and objectives of the Opera House.
- Addressing and resolving problems, issues and challenges associated with a diverse range of events and hirers within a unique and challenging operational environment that balances issues of artistic vision, risk and compliance.

### KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Head of Production Management	To assist in providing expert leadership; to maintain team wellbeing and the continued provision high quality production management services To discuss event planning and delivery including project briefs and client requirements and escalate issues where appropriate. To receive direction and guidance on priorities, projects and areas of development.

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General Manager, Event Operations & Planning	To receive direction and advice and to establish priorities. To provide and receive information
Production Coordinators	To provide day to day operational support, development and leadership. Contributing to team objectives and goals. Maintaining wellbeing,
Production Managers	To provide senior-level operational support, . Contributing to team wellbeing, objectives and goals.
Technical Integration Manager	To work collaboratively to ensure hirers including SOHP are prepared for their event or production.
Production Services Management and staff	To liaise on equipment and rostering staffing requirements and direct crews in the delivery of technical services.
SOH Departments	To coordinate delivery of services including heritage and facilities management services and ensure that client requirements are met.
SOH Presents	To provide support and guidance from initial booking stage through to event closure.
<b>External</b>	
Venue Hirers	To provide support and guidance to customers hiring SOH venues from initial booking stage through to event closure.
Service Providers	To plan and coordinate delivery of services in line within SOH guidelines.

### ROLE DIMENSIONS

#### Decision Making

The role acts with considerable autonomy to make decisions regarding the planning, coordination and provision of technical production services for delivery of their assigned events within event and department budgets, including:

- liaising with hirers regarding technical production requirements and outcomes throughout the event delivery process;
- incorporating input from the Technical Supervisors and Heads of Department;
- resolving operational issues; and
- direct supervision of crews onstage during critical stages of the event delivery process.

The role operates within the framework and guidelines as they relate to WH&S and other relevant regulations and industry standards. Where there is a significant impact or risk to SOH operations, including financial or reputational, these matters are escalated to the Head of Production Management for guidance and direction.

#### Reporting Line

Head of Production Management

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### Direct Reports

Production Coordinators

### ESSENTIAL REQUIREMENTS

- Extensive production management, or equivalent experience, in a technical production environment including experience in complex live theatre and events.
- Demonstrated skills in management of a team, including setting professional development milestones and strategies, negotiation & conflict management skills.
- Project management skills including demonstrated organisational, time management and prioritisation skills, and the ability to manage several events or projects simultaneously, meet strict deadlines and forward plan.
- Strategic problem solving and analytical skills including creative/lateral thinking and the ability to interpret non-technical requests into technical specification information.
- Advanced skills with computerised event management systems, including experience in quoting and setting event budgets, and a demonstrated ability to draft advanced technical drawings in VectorWorks (or equivalent drawing program).

### 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
	Display Resilience and Courage	Adept
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Deliver Results	Adept
	<b>Plan and Prioritise</b>	<b>Adept</b>

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Think and Solve Problems	Adept
<b>Demonstrate Accountability</b>	<b>Foundational</b>
Finance	Intermediate
Technology	Adept
Procurement and Contract Management	Intermediate
<b>Project Management</b>	<b>Adept</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> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> 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> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> </ul>

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		<ul style="list-style-type: none"><li>• Maintain relationships with key customers in area of expertise</li><li>• Connect and collaborate with relevant stakeholders within the community</li></ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"><li>• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li><li>• Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li><li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li><li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li><li>• Evaluate achievements and adjust future plans accordingly</li></ul>
<b>Results</b> 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> Project Management	Adept	<ul style="list-style-type: none"><li>• Prepare clear project proposals and define scope and goals in measurable terms</li><li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li><li>• Prepare accurate estimates of costs and resources required for more complex projects</li><li>• Communicate the project strategy and its expected benefits to others</li><li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li><li>• Evaluate progress and identify improvements to inform future projects</li></ul>

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