

Role Description

Production Manager



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4 Level 1
Kind of Employment	Enterprise Agreement – Ongoing
ANZSCO Code	212112
PCAT Code	3119192
Role Number	W01616R01616; W01716R01616; W01816R01616; W01916R01616; W02344R01616
Date of Approval	18 February 2021
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 role is responsible for providing high level production management services to all hirers at Sydney Opera House. This role interprets and communicates the artistic requirements of productions into cost effective technical solutions. This role provides a single point interface for technical production services on the stage for clients and staff and effectively manages the collection, storage and distribution of technical production information to ensure the successful delivery of an event.

KEY ACCOUNTABILITIES

- 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 and business 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.
- Understanding and adherence of SOH Enterprise Agreement, SOH labour and equipment charging policies.
- Understanding and adherence of WH&S legislation and development and implementation of risk assessments and safe work procedures to manage event risks.
- Plan and manage crewing and equipment needs to deliver events within budget requirements.
- Manage technical bump in and bump out by coordinating services and personnel, and overseeing operations.
- Manage the provision of third party services to events at SOH as required.
- Actively contribute to departmental, portfolio and organisational projects, initiatives and strategic direction. Develop and implement procedures and standards aimed at continuous improvement maintaining an effective operational interface

between SOH departments, hirers and business partners.

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.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Production Management	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.
General Manager, Event Operations & Planning	To receive direction and advice and to establish priorities. To provide and receive information
Event Operations & Planning Team	To work collaboratively, contributing to team objectives for the successful delivery of events.
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.
External	
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

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Demonstrated production management experience in a technical production environment including experience in a live theatre and events.
- Project management skills including demonstrated organisational, time management and prioritisation skills, and the ability to manage several events simultaneously, meet strict deadlines and forward plan.

- Demonstrated high level leadership ability in a challenging work environment including conflict management and negotiation skills.
- Strategic problem solving and analytical skills including creative/lateral thinking and the ability to interpret non technical requests into technical specification information.
- Strong written and verbal communication and interpersonal skills.
- Understanding of WH&S systems and process and interpreting and drafting risk assessments.
- Sound decision making and crisis management skills.
- Ability to draft advanced technical drawings in VectorWorks (or equivalent drawing program). Advanced skills with computerised event management systems experience desirable including Microsoft Word, Excel, EBMS.
- Demonstrated experience developing and managing event production budgets.

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

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	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

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		- 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	Intermediate	- Focus on key points and speak in 'Plain English' - Clearly explain and present ideas and arguments - Listen to others when they are speaking and ask appropriate, respectful questions - Monitor own and others' non-verbal cues and adapt where necessary - Prepare written material that is well structured and easy to follow by the intended audience - Communicate routine technical information clearly
Relationships Commit to Customer Service	Adept	- Take responsibility for delivering high quality customer-focused services - Understand customer perspectives and ensure responsiveness to their needs - Identify customer service needs and implement solutions - Find opportunities to co-operate with internal and external parties to improve outcomes for customers - Maintain relationships with key customers in area of expertise - Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	- Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work - Initiate, prioritise, consult on and develop team/unit goals, strategies and plans - Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses - Ensure current work plans and activities support and are consistent with organisational change initiatives - Evaluate achievements and adjust future plans accordingly
Results Demonstrate Accountability	Foundational	- Take responsibility for own actions - Be aware of delegations and act within authority levels - Be aware of team goals and their impact on work tasks - Follow safe work practices and take reasonable care of own and others health and safety - Escalate issues when these are identified
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