

Role Description

Production Support Logistics Technician



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 1 Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	399513
PCAT Code	1119192
Role Number	SOH2290
Date of Approval	September 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

Under the direction of the Production Support Manager and Logistics Team Lead, this position provides day to day logistic services for both internal and external stakeholders to support and deliver events and productions whilst maintaining high quality customer service.

The Logistics team supports all Production Services departments – Staging, Lighting, Sound & AV and the Production Support Warehouse team. From time to time Logistics will work to support the Technology team as required.

KEY ACCOUNTABILITIES

- Work as part of a team, to ensure venue, foyer and production requirements are delivered safely and efficiently, including all front of house seating, accessibility requirements. and furniture movements.
- Read and follow documentation, select and assemble equipment as directed so that technical requirements are met.
- Meet SOH expectations by contributing to a customer service culture within Production and Events.

KEY CHALLENGES

- Working in a dynamic live theatre environment balancing challenging variables, such as irregular and long shifts, physical work, live performance deadlines, as well as the sheer complexity of size and restrictions associated with working at SOH.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Production Support Manager	To receive overall technical direction, strategic and operational guidance.
Logistics Team Lead	To work as directed in a team-based environment
Staging, Lighting & Sound & Av Teams	To work with and maintain an effective team environment and culture
Event Operations and Planning	To work with and maintain an effective team environment and culture
Loading Dock team	To work with and maintain an effective team environment and culture
External	
Clients	To collaborate on all aspects of production requirements.

ROLE DIMENSIONS

Decision Making

The role has responsibility to follow overall direction from the Production Support Manager and the Logistics Team Lead. On a day to day basis the role may receive guidance, work allocation and direction from the Team Lead or Production Manager to ensure effective and efficient service delivery by the Production Support team.

The position has the responsibility to operate equipment to the highest standard to the satisfaction of SOH and client needs and expectations. Tasks must be performed in accordance with established procedures, guidelines and instructions. The role is required to demonstrate service delivery and behavioural expectations as established by the Manager.

Reporting Line

Production Support Manager

On shift the role reports to the Logistics Team Lead

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Demonstrated experience working in a live theatre (at least one year), event, performing arts, logistics or operational environment, including an understanding of safe manual handling practices.
- Sound practical skills in the use of hand and power tools, with the ability to undertake a range of operational and technical support tasks.
- Current Class C Driver Licence, with a Forklift Licence being highly desirable.
- Physical fitness, agility and the ability to work at heights, together with a commitment to working a rotating roster including weekends and evenings as required.
- Well-developed communication and interpersonal skills, with the ability to work collaboratively within a team, across multiple disciplines, and effectively use computer applications such as Microsoft Office.

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

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	- Be flexible and adaptable and respond quickly when situations change - Offer own opinion and raise challenging issues - Listen when ideas are challenged and respond in a reasonable way - Work through challenges - Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Foundational	- Behave in an honest, ethical and professional way - Take opportunities to clarify understanding of ethical behaviour requirements - Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role - Speak out against misconduct, illegal and inappropriate behaviour - Report apparent conflicts of interest
Relationships	Foundational	- Speak at the right pace and volume for varied audiences - Allow others time to speak

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Communicate Effectively		• Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
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 Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies