

Role Description

Sound Supervisor



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 3
Kind of Employment	Enterprise Agreement
ANZSCO Code	212316
PCAT Code	1119192
Role Number	
Date of Approval	May 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 position holder is responsible for leading, supervising and developing technical teams to deliver outstanding sound and audio-visual production for the diverse range of performances and events held at the Sydney Opera House. A Sound Supervisor leads, mentors and supports fellow team members, ensuring production compliance with appropriate policies and procedures. This position delivers relevant technical standards and works collaboratively within the production team to ensure the smooth and effective delivery of services, including contributing to the rostering and charging of staff and equipment to meet business demands and EA requirements. This position ensures compliance with relevant technical and WHS standards and contributes to the ongoing development of WHS awareness at the Sydney Opera House.

KEY ACCOUNTABILITIES

- Lead staff to meet venue and production needs in a multi-venue performance arts centre and provide support and advice to allow all Production Services staff to deliver goals effectively.
- Through strong leadership, ensure SOH expectations of a customer service culture within Production Services teams are met.
- Ensure technical requirements for productions are delivered safely; making WHS a high priority for all Production Services employees including all policies, procedures and guidelines are followed.
- Develop and support effective teams amid high levels of activity and change, through consistent and strong staff leadership.
- Interpret presenters' artistic requirements to provide technical services to meet their needs and SOH expectations, within budget and time constraints.
- Communicate effectively while maintaining and developing clear and concise documentation.

- Ownership for the booking, managing, care and security of technical equipment and systems.
- Contribute to the strategic planning of the department and working on departmental projects as required.

KEY CHALLENGES

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

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Sound and Audio Visual	To receive strategic guidance
Deputy Head of Sound & Audio Visual	To receive operational guidance
Sound AV Operational Supervisor	To receive operational directions & collaborate on event delivery planning
Senior Sound Technicians	To direct in a team-based environment.
Event Operations and Planning	To work closely with for rostering, scheduling and charging, facilitate third-party hires as required and event operations, show delivery and conception.
External	
Clients	To collaborate on all aspects of production requirements.

ROLE DIMENSIONS

Decision Making

The position plans, prioritises and allocates work.

The position is responsible for resolving all operational audio-visual problems and providing technical advice to the production manager and clients to deliver the best outcome.

The position has the authority to reprioritise resources and delegate tasks to meet technical requirements.

The position can accommodate or decline client requests based on technical or safety problems in consultation with the SOH Production Manager and/or Stage Manager.

Reporting Line

Head of Sound and Audio Visual

Direct Reports

Nil

ESSENTIAL REQUIREMENTS






- Minimum 5 years' experience in live theatre or entertainment, with comprehensive technical expertise in sound operation and design.
- Advanced knowledge and application of sound technologies, including design tools, networking protocols, and Audio over IP systems.
- Demonstrated high-level supervisory skills, including successful event delivery and strong understanding of Work Health & Safety responsibilities.
- Excellent communication, interpersonal, and team-building skills, with the ability to collaborate effectively across diverse teams.
- Strong organisational, analytical, and decision-making abilities; able to work under pressure and prioritise tasks, with flexibility, physical capability (including working at heights), and commitment to continuous improvement.

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
	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Business Enablers Technology	Adept	<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 Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none">• Ensure that roles and responsibilities are clearly communicated• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues
