Role Description
Account Management Coordinator

Cluster	**Department of Creative Industries, Tourism, Hospitality and Sport**
Agency	**Sydney Opera House**
Division/Branch/Unit	**Production, Events & Security- Event Operations & Planning**
Location	**Sydney CBD**
Classification/Grade/Band	**Grade 3, Level 1**
Kind of Employment	**Enterprise Agreement- Ongoing**
ANZSCO Code	**212112**
PCAT Code	**3119192**
Role Number	**W03337R02924**
Date of Approval	**13 July 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 2024-26.

PURPOSE OF THE ROLE

This role undertakes the account management coordination of events at Sydney Opera House including preparation, planning and implementation across a range of events. The role also provides event support and administrative assistance within the Account Management team in the delivery of events at the Sydney Opera House.

The role maintains professional relationships with clients and SOH staff and contractors, providing clear and timely communication in the SOH event delivery process.

KEY ACCOUNTABILITIES

- Assist the account management team to provide event management services to all hirers at SOH, to achieve seamless and consistently excellent outcomes for hirers, SOH, patrons and all stakeholders and act as an account manager when necessary.
- Plan and manage meetings, scheduling, cost estimates, invoicing, resources and services. Develop and use budgets, proper costing and pricing strategies to achieve the best financial outcomes for SOH and clients. Closely monitor event expenditure to ensure cost estimation is accurate and timely.
- Acquire and distribute event information to service providers, stakeholders and clients using established systems including event management and ticketing (Tessitura) systems to concurrently project-manage a variety of events at different stages of enquiry, planning, delivery, financial settlement and review.

- Provide outstanding customer relationship management, including maintaining collaborative and supportive working relationships with stakeholders and service providers to balance competing needs and achieve strategic and operational objectives.
- Work on departmental, portfolio & organisational projects as required and contribute to portfolio business efficiency strategies.

KEY CHALLENGES

- Prioritise and manage competing work priorities in a busy, dynamic environment.
- Negotiate successful outcomes with all stakeholders who have competing agendas.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Account Management	To discuss event operations and planning including project briefs and client requirements and escalate issues where appropriate. To receive direction and guidance on priorities, projects and areas of development.
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.
SOH Departments	To coordinate delivery of services including production services, front of house, box office, security, marketing, Food & Beverage 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
Venue & Event Sales	To engage with and to ensure contract compliance and negotiate new terms as necessary.
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 receives overall direction and guidance from the Head of Account Management. The role operates autonomously undertaking tasks to support the Account Management team. Where there is a significant impact or risk to SOH operations, including financial or reputational, these matters are escalated to an Account Manager or Head of Account Management for guidance and direction.

Reporting Line

Head of Account Management

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Previous experience in theatre and event management. This includes company/stage/production management, skills/experience in all types of events including business/corporate, exhibitions, entertainment, festivals, government/civic, community, functions, sporting and performing arts events, their organisation requirements, conduct and planning.
- Outstanding attention to detail and project management skills for managing multiple events simultaneously, meeting strict deadlines and forward planning while maintaining an overview of the integration of event projects with interconnected activity.
- Demonstrated organisational, time management and prioritisation skills, with the ability to manage multiple tasks, meet competing deadlines and adapt to changing priorities in a fast-paced environment.
- Strong communication, interpersonal and teamwork skills, with the ability to work collaboratively, build effective stakeholder relationships, exercise sound judgement, and appropriately escalate matters when required.

- Well-developed problem-solving and analytical skills, supported by advanced computer literacy, including proficiency in Microsoft Office applications and event management systems.

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	Foundational
	Value Diversity	Foundational
	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Foundational**
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**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	• 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	• 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**
		• 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	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
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Relationships Commit to Customer Service	Intermediate	• 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 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	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans