

Role Description

Strategic Engagement Coordinator



Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Division/Branch/Unit	Strategic Engagement & Impact
Location	Sydney CBD
Classification/Grade/Band	Grade 2, Level 2
OSCA Code	225311
PCAT Code	1111492
Role Number	2034
Date of Approval	August 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 position is responsible for providing timely, proactive and effective strategic engagement support to the Sydney Opera House. This includes the development and delivery of internal communications content/events/initiatives as well as supporting other key strategic engagement and impact projects and priorities, as required.

Reporting to the Internal Communications Manager, this position works closely with the wider Strategic Engagement & Impact portfolio, including the Social & Environmental Impact team, as well as the People & Development Team, and other key roles and departments across the organisation.

KEY ACCOUNTABILITIES

- **Internal communications:** Collaborate with and advise a range of stakeholders across the organisation on internal communications, ensuring that staff are kept up to date. This includes providing support on day-to-day coordination of internal communications channels, proactively responding to opportunities and issues and drafting/posting regular content to inform, inspire and engage the Opera House's valued workforce.
- **Storytelling & content:** Draft clear, concise, compelling and timely communications content for review/approval for distribution across internal and stakeholder channels. This includes digital/social content, written staff intranet posts, interviews and stories, digital screens content, emails and presentations.

- **Research:** Undertake research and information gathering across a range of strategic engagement and impact projects and activities e.g. curating guest lists for events and gathering content for the Annual Report and other corporate communications materials.
- **Collaboration:** Build effective working relationships with the portfolio, People & Development, External Communications and other relevant departments across the organisation as well as external stakeholders (e.g. resident companies, industry etc) to provide effective and timely strategic engagement support.
- **Staff & stakeholder events:** Assist with the planning and delivery of internal and external events and programs, on-site and online, ensuring attention to detail and smooth delivery.
- **Project support:** Provide coordination and administrative support to all aspects of internal communications as well as key strategic engagement and impact projects and programs.
- **Creativity:** Proactively identify and suggest new ideas and put forward opportunities that support the delivery of creative and compelling internal content and wider strategic engagement activities. Take on board feedback and proactively look for opportunities to develop skills.
- **Reporting:** Regular reporting on internal communications campaigns to inform future planning and prioritisation. Gathering relevant information for other strategic engagement and impact project/activity reports as required e.g. donor reports.

KEY CHALLENGES

- Operating in a complex, sensitive and dynamic environment to deliver multiple assignments on time, to tight deadlines;
- Prioritising creative and proactive thinking while ensuring agreed activity and campaigns remain on track;
- Ensuring content is relevant, compelling and appropriately tailored to internal/stakeholder audiences;
- Working with various stakeholders to respond to their needs while ensuring delivery against broader strategic engagement and impact objectives; and
- Balancing important administrative tasks while supporting team and responding to business priorities.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Internal Communications Manager	To take direction and advice on day-to-day activity, to apply for leave, discuss performance and for general matters.
Senior Manager, Strategic Communications	To take overall team direction. To work with on the Annual Report and other strategic projects, as required.
Social & Environmental Impact First Nations Engagement	Actively contribute and participate in the team and support key projects and programs, as required.
Strategic Engagement & Impact portfolio	Build positive relationships with the wider portfolio, providing engagement and administrative support, as required.
People & Development	Build positive working relationships and provide support on internal communications staff engagement matters as required.
External Communications	Build positive working relationships to align internal and external communications key messaging and timelines.
Other Sydney Opera House Departments	Provide advice and support in effective staff communication and engagement to departments across the organisation.
External	
External suppliers	Coordinate, organise and liaise with suppliers as required.
Audiences	Establish relationships through communications on performances, activities and events on site.
Advocate and community groups	Ensure that people with lived experience are connected to SOH through responsive engagement.
Resident Companies	To gather information for inclusion in the Annual Report and to provide support with social impact programs and events.

ROLE DIMENSIONS

Decision Making

The Strategic Engagement Coordinator is accountable to the Internal Communications Manager. The position holder is responsible for making day-to-day decisions concerning administration and coordination support for internal communications and other strategic engagement projects/activity.

Reporting Line

Internal Communications Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- A minimum of two years' practical experience in communications and/or engagement-related roles.
- Excellent communicator (written/oral) with strong interpersonal skills and experience dealing with a range of stakeholders.
- Strong organisational, planning and time management skills with good attention to detail.
- Ability to take a proactive and flexible approach to successfully manage opportunities, issues and requests.
- Comfortable working independently, creatively and as a member of a team to deliver competing priorities.
- Experience working with internal communication channels and platforms such as intranets and social collaboration tools.
- Knowledge and understanding of local, national and international performing arts and tourism industries preferable.

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	Foundational
	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 Manage Self	Foundational	- Be willing to develop and apply new skills - Commit to completing assigned work activities - Seek opportunities to learn and develop - Reflect on feedback from colleagues and stakeholders
Relationships Communicate Effectively	Adept	- Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation - Clearly explain complex ideas and arguments to individuals and groups - Create opportunities for others to contribute - Share information with other teams and business units to enable informed decision-making - Write clearly and concisely in a range of styles and formats - Use contemporary communication channels to share information, engage and interact with diverse audiences - Pay attention and encourage others to express their views
Relationships Work Collaboratively	Intermediate	- Build a supportive and collaborative team environment - Share information and learning across teams - Acknowledge outcomes that were achieved by working together effectively - Share information with others to solve problems together - Support others in difficult situations - Use collaboration tools, including digital technology, to work effectively with others
Results Think and Solve Problems	Foundational	- Ask questions to explore and understand issues and problems - Find and check the information you need to complete your tasks - Identify issues that may stop you from completing your tasks and raise them with your supervisor - Report complex issues to your supervisor as soon as they are identified - Share ideas about ways to improve work tasks and solve problems - Consider customers' needs when contributing to solutions and improvements
Business Enablers Project Management	Intermediate	- Research and analyse data at a basic level to inform and support the achievement of project deliverables - Contribute to developing project documents and resource estimates

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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| | | <ul style="list-style-type: none">• Contribute to reviews of progress, outcomes and future improvements• Identify when projects differ from their plans and tell your supervisor |
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