

Role Description

Data Platforms & AI Product Manager



Cluster	Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4 Level 2
Kind of Employment	Ongoing
OSCA Code	113232
PCAT Code	1336492
Role Number	New
Date of Approval	December 2025
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

The Data Platforms and AI Product Manager plays a pivotal role in enabling enterprise-wide digital transformation by designing and delivering modern data and AI capabilities that empower better decisions, improve customer experiences, and support innovation across business units.

Reporting to the Head of Digital Enablement & Innovation, the role is responsible for the end-to-end product management of data platforms, including data pipelines, analytics tooling, data governance, metadata frameworks, and emerging AI services. It ensures the delivery of secure, scalable, and ethical data capabilities aligned to the organisation's strategic priorities and NSW Government digital and data frameworks.

This role acts as a key enabler across business and technology functions—translating organisational needs into platform features that support real-time insights, automation, service optimisation, and innovation. It helps uplift data literacy and responsible AI use, while ensuring platforms are governed appropriately and built for reusability, transparency, and impact.

The role supports whole-of-organisation digital uplift by ensuring data and AI platforms underpin initiatives such as customer experience design, integrated reporting, dynamic engagement, service personalisation, and predictive analytics. It champions a product mindset, agile delivery, and continuous improvement to deliver measurable value and sustainable outcomes.

KEY ACCOUNTABILITIES

- Align platform strategy with the broader digital enablement roadmap to support transformation initiatives across customer experience, service delivery, and operational efficiency.
- Lead the end-to-end product lifecycle for data and AI platforms, from strategy and roadmap through to delivery, adoption, and ongoing enhancement.
- Collaborate closely with teams across Digital Enablement, CX, Product, and ICT to identify strategic opportunities where data and AI platforms can support digital uplift and service transformation.
- Oversee platform architecture and integration, ensuring solutions are scalable, secure, and aligned with NSW Government Data & Digital Strategy and Ethics Frameworks.
- Manage platform backlogs, user stories, and delivery priorities using agile practices and product management tools.
- Enable self-service analytics, AI experimentation, and responsible automation through intuitive platform interfaces and curated datasets.
- Develop and maintain standards for data lineage, metadata, access, governance, and usage tracking to support transparency and compliance.
- Partner with internal and external teams, vendors, and agencies to enhance data sharing and AI capability uplift.
- Lead evaluation and onboarding of emerging technologies including AI tools, data catalogues, model hosting services, and platform enhancements.
- Track product performance through KPIs such as user satisfaction, delivery velocity, platform uptime, and data product adoption.

KEY CHALLENGES

- Balancing the need for rapid innovation with appropriate governance and data ethics.
- Driving platform adoption and data literacy across a diverse and sometimes non-technical user base.
- Translating complex technical requirements into clear priorities and product deliverables.
- Ensuring interoperability between legacy systems and modern data infrastructure.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Digital Enablement & Innovation	Provide strategic alignment with the organisation's digital transformation roadmap and ensure platforms deliver on broader digital enablement objectives.
Web, MarTech, and CX Product Teams	Collaborate on shared goals to improve digital customer experience, ensuring seamless integration between data capabilities and customer-facing platforms.
ICT and Enterprise Architecture Teams	Ensure alignment with existing enterprise technology platforms, maintain security and compliance, and coordinate technical delivery of infrastructure.
Business SMEs and Operational Leaders	Understand data needs across service lines and support business-led innovation and analytics initiatives through fit-for-purpose platform solutions.
Legal, Risk, and Privacy Teams	Uphold data governance, ethics, and compliance standards, especially in relation to AI, automation, and sensitive customer data.
Executive Leadership and Reporting Units	Enable data-driven decision-making, provide high-value reporting capabilities, and align insights with organisational KPIs.
External	
External Vendors and Partners	Manage delivery and performance of platform vendors; scan emerging technologies to inform platform evolution and AI opportunities.
Whole-of-Government and Peer Agency Networks	Share learnings, align with NSW Government digital and data strategies, and contribute to sector-wide capability uplift.

ROLE DIMENSIONS

Decision Making

The role operates with a high level of autonomy and is responsible for making strategic and operational decisions relating to the design, delivery, and ongoing improvement of data and AI platform capabilities. It is accountable for prioritising work, allocating resources, and resolving complex product trade-offs that balance innovation, compliance, stakeholder needs, and technical feasibility. The role determines how best to align platform features with business value, digital enablement goals, and ethical AI principles. Decisions with broader organisational impact, significant risk, or requiring major investment are escalated to the Head of Digital Enablement & Innovation for direction or approval.

Reporting Line

Head of Digital Enablement and Innovation

Direct Reports

SQL Programmer

Senior Database Administrator

ESSENTIAL REQUIREMENTS



- Bachelor's degree in Computer Science, Information Technology, Data Science, or a related field.
- Advanced degree or certifications in data management and cloud computing are well regarded.
- Demonstrated experience in product management or digital leadership for data, analytics, or AI platforms.
- Deep understanding of data platform architecture including ETL pipelines, cloud storage, APIs, and metadata management.
- Experience working with modern data tools (e.g., BigQuery, Snowflake, Azure Synapse, Databricks, DataHub, Looker, or similar).
- Familiarity with AI and ML platforms, model lifecycle management, and ethical AI practices.
- Strong stakeholder engagement and communication skills across technical and non-technical audiences.
- Proven ability to lead cross-functional teams and work in agile, iterative environments.
- Knowledge of public sector governance, privacy, and data-sharing principles.
- Experience making technical decisions from a whole-of-business perspective.
- Ability to work efficiently under pressure and prioritise work.
- Flexibility and a 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	Advanced
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity and Inclusion	Foundational
	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
	Deliver Results	Advanced
	Plan and Prioritise	Adept

	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Advanced

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	Advanced	<ul style="list-style-type: none"> Respond constructively when in high pressure and unpredictable situations Give frank, honest advice in response to contrary views Be open to criticism of your ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and be decisive when dealing with emotionally charged situations and difficult issues Support and lead change and overcome discomfort when things are complicated, uncertain or unclear
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Be a professional role model for colleagues, set high personal goals and take pride in achieving them Actively seek, reflect on and act on feedback about your performance Reflect on and use negative feedback as an opportunity for growth and improvement Take the initiative and act in a decisive way Pursue and apply new knowledge and practices relevant to your organisation to improve outcomes
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> 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	Advanced	<ul style="list-style-type: none"> • Recognise when effective collaboration between teams leads to achieving outcomes • Communicate with others in your organisation and across government to improve information sharing and collaboration • Facilitate opportunities to collaborate with stakeholders to develop solutions together • Network widely across government and other organisations to increase opportunities to collaborate • Encourage others to use appropriate ways and tools to collaborate, including digital technology • Encourage diverse cultural perspectives in developing strong team relationships
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, business unit and your organisation when prioritising work • Set, prioritise, consult on and develop team and business unit goals, strategies and plans • Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust plans accordingly
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships • Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience • Think creatively to come up with new ideas to resolve issues and improve customer experience • Seek input and ideas from people with different backgrounds and experiences • Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness • Analyse data and information to identify insights and communicate findings in a clear and meaningful way
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards