

Role Description

Full-stack React/Node.js Developer



Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Division/Branch/Unit	Corporate Services - Technology
Location	Sydney CBD
Classification/Grade/Band	Grade 4, Level 1
Kind of Employment	Ongoing
ANZCO Code	262111
PCAT Code	1119192
Role Number	WR03703R03104
Date of Approval	June 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

The Full-stack React/Node.js Developer owns and maintains Sydney Opera House's Node.js based services, principally the Bridge middleware which connects the Tessitura ticketing system with the Sydney Opera House web site and other services. With direction from the Solutions Manager, this role works with the web development team to ensure that the Sydney Opera House website meets performance and uptime goals. It effectively communicates problems and improvements and their effect to the relevant business units. The Full-stack React/Node.js Developer ensures that the SOH websites have efficient and performant connection to Tessitura and that React components meet accessibility, useability, and security standards.

KEY ACCOUNTABILITIES

- Developing and maintaining all server-side network components, ensuring optimal performance responsiveness to front-end requests from Tessitura.
- Identify and assess performance issues Collaborating with front-end developers to integrate components
- Conduct code and design reviews to ensure the application complies with access, useability, and security standards
- Develop and maintain standards for development tools and techniques; ensure the codebase and API schemas are well documented
- Deliver feasibility and cost-benefit estimates in response to user stories and feature requests
- Undertake investigations and report on performance problems and downtime to inform refinement of code
- Work closely with, and provide support to, the Marketing and Technology teams to plan for and implement features to create new solutions, facilitate feedback and achieve design decisions.

KEY CHALLENGES

- Providing high-quality, cost-effective technical solutions in a resource-constrained environment.
- Managing multiple concurrent, sometimes conflicting, stakeholder expectations and consistently reviewing the changing systems and technology to serve business goals.
- Working with team members to ensure team cohesion and performance.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Solutions Manager	Receive direction, identify code improvements, escalate issues
Digital Enablement Team	Work collaboratively across the team by sharing information and responsibilities
Information Management team	Work collaboratively to ensure websites are secure
Infrastructure team	Work closely with system administrators to ensure websites perform well
External	
Development agencies	Work collaboratively on the codebase, ensuring a documented, consistent approach. Ensure developers deliver value and are accountable for the quality of their work

ROLE DIMENSIONS

Decision Making

The Full-stack React/Node.js Developer makes decisions about application aspects of Sydney Opera House websites. This includes:

- appropriate choice of technologies, frameworks, and applications
- how best to support the business' goals using the available technologies
- work priorities for the team.

Reporting Line

Solutions Manager

Direct Reports

None

ESSENTIAL REQUIREMENTS

- Experience with Node.js and React, as well as JavaScript, REST APIs and JSON
- Proven ability to problem-solve and make improvements to systems
- Thorough understanding of application architecture considerations for high-traffic websites
- Superb interpersonal, communication, and collaboration skills including the ability to communicate complex technological problems to non-technical stakeholders.
- Familiarity with Git, Jira, and Agile methodologies as well as experience with build tools including NPM scripts, Webpack or similar. Ability to work efficiently in a team and prioritise work to commit to the continuous improvement of processes and systems.

DESIRABLE REQUIREMENTS

- Knowledge of cloud services, and especially Amazon Web Services, including Lambda API, DynamoDB, and CloudFront.
- Knowledge of unit testing and Jest and Cypress testing frameworks
- Experience developing for the Drupal CMS
- Experience developing for Tessitura enterprise application.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>

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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus Capabilities

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 and advice - Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately - Raise and work through challenging issues and seek alternatives - Respond professionally when under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	- Represent your organisation in an honest, ethical and professional way and encourage others to do so - Act professionally and support a culture of integrity - Identify and explain ethical issues and set an example for others to follow - Promote a workplace culture that values high ethical standards and behaviour - Act to prevent and report misconduct and inappropriate behaviour - Put strategies in place to manage and monitor conflicts of interest

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		Ensure that others are aware of and understand the legislation and policy framework within which they operate
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 Commit to Customer Service	Adept	- Take responsibility for delivering high-quality customer-focused services - Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements - Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience - Use customer data, feedback and insights to improve service delivery - Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers - Maintain relationships with key customers in your area of expertise - Connect and collaborate with relevant customers from the community
Results Deliver Results	Adept	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement - Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities
Results Think and Problem-Solve	Advanced	- Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues - Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others - Consider the wider business context when thinking about options to resolve issues - Explore a range of possibilities and creative alternatives to improve systems, processes and business practices - Put systems and processes in place that are supported by high-quality research and analysis - Look for opportunities to design innovative solutions to meet customers' needs and service demands - Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology	Adept	- Identify opportunities to collaborate using a range of technologies - Monitor compliance with policies for cyber security and acceptable technology use - Identify and evaluate how technology supports business strategies and

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards