

Role Description

SharePoint Information Administrator



Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Division/Branch/Unit	Technology, Corporate Services
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 2
OSCA Code	262113
PCAT Code	1226192
Role Number	W03729R03118
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 SharePoint Information Administrator supports the implementation, governance, and adoption of Microsoft SharePoint collaboration and content management platform, including the administration of the in-place records management solution (currently AvePoint).

The role is responsible for managing and maintaining SOH's corporate SharePoint information sites, ensuring effective information management, compliance and user engagement across the platform.

KEY ACCOUNTABILITIES

- Configure and administer SOH SharePoint sites, sites access permission, and sites retention rules.
- Automate the lifecycle of information within SharePoint, in line with SOH business classification scheme (BCS) and applicable NSW State Records retention schedules (including GA28 and FA402).
- Thoroughly document the configuration and interdependencies of Sydney Opera House's information requirements and assist in migrating corporate information from network drives to managed SharePoint document sites.

- Lead and assist Data Stewards across the organisation in embracing SharePoint as the corporate information repository.
- Develop and maintain a testing plan and scripts for all aspects of user acceptance testing (UAT) including leading the UAT process.
- Assist in development and maintenance of user training materials and provide support to all staff on using SharePoint. .
- Collaborate with the Information Management team to ensure compliance with the State Records Act 1998, Government Information Public Access (GIPA) Act 2009, Privacy & Personal Information Principles (PPIP) Act 1998, NSW Government Cyber Security Policy and audit requirements directly related to corporate information.

KEY CHALLENGES

- Maintaining and championing best-practice information management in a dynamic and non-stop performing arts centre with a focus on performance deadlines.
- Ensuring staff comply with and follow information management processes and adoption of SharePoint corporate information sites.
- Championing change management and assisting staff in day to day recordkeeping while implementing new processes.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Information Analyst	To receive direction and provide advice regarding SharePoint sites and AvePoint integration
Information Manager	To provide advice regarding information lifecycle and assist with implementation of retention rules
Records Team Lead	To collaborate on staff recordkeeping rules and ensure clarity and consistency
Technology department	To receive assistance in developing the corporate information compliant platform (SharePoint and in-place records management)
Legal	To ensure corporate records are effectively managed and legislative requirements are met
Data Stewards	To collaborate with and support them in developing local business rules across the organisation
All Staff	To provide expert advice, support and training on information management in SharePoint

ROLE DIMENSIONS

Decision Making

Being the first point of contact to the business for all things SharePoint, the Administrator has the flexibility to make decisions on creating document sites and escalate to the Information Analyst on need basis. The Administrator must understand technologies and governance process well enough to know when to escalate.

Reporting Line

Information Analyst

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Relevant tertiary qualifications and business experience (2-5 years) in information management and/or technology support in a medium sized organisation.

- Experience administering and providing training and support in SharePoint, including information compliance settings and in-place records management such as AvePoint.
- Strong understanding of records management and information governance, including data lifecycle management and information security.
- Demonstrated high-level analytical and research skills and their application in an information management environment.
- Comprehensive knowledge of legislation or policies relevant to information management, specifically the State Records Act, GIPA Act, PPIP Act, and NSW Government Cyber Security Policy
- High level of personal integrity and confidentiality due to the access of highly sensitive information.
- Self-motivated, works independently and as part of a team with advanced communication and customer service skills, including an ability to translate specialist concepts for non-technical stakeholders.

DESIRABLE REQUIREMENTS

- Experience with change management and a demonstrated ability with creating positive user experiences.
- Experience in managing and configuring information systems.
- Working knowledge of programming languages HTML/CSS/Javascript.
- Scripting experience in PowerShell, or similar.

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

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	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations
Personal Attributes Act with Integrity	Intermediate	• Represent your organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Report misconduct and inappropriate behaviour • Report and manage conflicts of interest and encourage others to do so
Relationships Communicate Effectively	Intermediate	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information
Relationships Commit to Customer Service	Intermediate	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers
Results Think and Solve Problems	Adept	• 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Demonstrate Accountability	Intermediate	• Be proactive in taking responsibility and being accountable for your actions Identify and follow safe work practices • Be aware of risks and act on them or raise them with your supervisor as appropriate • Make sure you and others always follow safe work practices • Use financial and other resources responsibly • Seek feedback from stakeholder groups to enable culturally informed feedback
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 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