

Role Description

Theatre & Precinct Systems Supervisor



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4, Level 1
Kind of Employment	Enterprise Agreement- Temporary
OSCA Code	262112
PCAT Code	1226392
Role Number	3155
Date of Approval	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

The Theatre & Precinct Systems Supervisor is responsible for providing people and technical leadership to the Theatre & Precinct (T&P) team. This role is responsible for defining, implementing and maintaining solutions to support the technical requirements of the Opera House's live performance operations and venues, along with precinct systems to enhance the visitor experience. It is a key position supporting the technical operations of the organisation's Recording and Broadcast Studio.

The role provides specialist advice and recommendations to the Head of Infrastructure and Theatre Technology to ensure the continued relevance and appropriateness of all the relevant technology solutions. The supervisor collaborates with internal stakeholder groups, clients and specialist solution providers as required to achieve the desired objectives of The House.

The role is responsible for the mentoring, professional and career development and guidance of junior T&P staff, helping to prepare them for future opportunities in the T&P team and progression to more senior roles.

KEY ACCOUNTABILITIES

- Design, implement, and maintain theatre and precinct systems to support the delivery of live performances, ensuring maximum redundancy, fault tolerance and scalability.
- Design, implement, manage and strike show specific technology solutions as required.
- Support the operations of the Recording and Broadcast Studio by acting as the broadcast engineer for internally produced broadcasts, and as required in support of external broadcast clients.
- Provide operational support and services to the Production & Events team by planning of bespoke technical requirements and the logistics of rolling out technical solutions and personnel for major and minor events.

- Design and deliver systems for monitoring performance and uptime of theatre and precinct systems.
- Undertake investigations and report on performance problems and downtime to inform continuous refinement of practices that reduce the likelihood and impact of future incidents.
- Operate, maintain and manage the lifecycle of technology platforms including, but not limited to:
 - o the stage management system
 - o audio visual systems
 - o accessible technologies (such as hearing loops and captioning)
 - o audio and video transport infrastructure
 - o fibre optic media and patching
 - o theatre communications systems
 - o radio communications systems
- Manage regular replace or refresh projects, ensuring probity, value for money, and best practice.
- Be responsible for the electrical safety of theatre and precinct systems.
- Provide technical supervision to the Systems Technicians and Senior Systems Technicians.
- Develop and implement training and education regimes to foster the professional development of the Theatre & Precinct personnel.
- Provide subject matter expertise and technical advice to the Head of Infrastructure and Theatre Technology and the Enterprise Architect to inform strategic systems planning and assist in technology roadmap development.

KEY CHALLENGES

- Develop meaningful and constructive relationships with key stakeholders and customers within the context of a high pressure, live performance environment.
- Manage capacity, resilience, and flexibility of theatre and precinct systems to meet the needs of a dynamic performing arts centre
- Manage conflicting and concurrent theatre and precinct technology projects and operations.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Infrastructure & Theatre Technology	Receive strategic direction and provide advice regarding data centre technology
Infrastructure Technology Manager	Jointly maintain compute, virtualisation, storage, and backup platforms
Theatre & Precinct Duty Lead	Assist with the training and mentoring of the duty technicians as requested
Technology team	Maintain interdependencies and integration between data centre platforms and overlay platforms such as user-facing applications
Building team	Coordinate and collaborate to deliver projects and live performance requirements
EPRG	Contribute to precinct security by integrating security platforms
Production Services	Enable world-class performance by providing production infrastructure
Tours	Help create inspiring tourist experiences by maintaining tourism systems
Food and beverage operators	Facilitate the integration of operator technology platforms with House infrastructure
External	
Suppliers	Ensure suppliers deliver value and are accountable for the quality of their work

ROLE DIMENSIONS

Decision Making

The Theatre & Precinct Systems Supervisor has the flexibility to make decisions about the implementation and evaluation of theatre and precinct technology projects and services in line with operational requirements. It works closely with the Head of Infrastructure & Theatre Technology to make decisions about theatre and precinct technology strategy, informed by the needs of internal customers.

It effectively communicates problems and improvements and their impact to the relevant business units, and assumes responsibility for implementing resilient, high-performing infrastructure. This role has the authority to reprioritise resources and delegate tasks to meet operational requirements. It also has the authority to offer best-practice alternatives to customer requests on the basis of technical or resourcing problems.

Reporting Line

Head of Infrastructure & Theatre Technology

Direct Reports

Theatre & Precinct Systems Engineer

Theatre & Precinct Service Technicians

ESSENTIAL REQUIREMENTS

- At least two years' experience supervising technical staff in a fast-response environment.
- At least five years' experience in the live theatre and entertainment industry.
- Extensive experience in video and audio transport standards, technologies and solutions.
- Extensive technical expertise in communications systems and theatre technology.
- Demonstrated leadership skills, including a track record of building and maintaining a culture of customer service.
- Good communication skills, including an ability to translate technical concepts for a lay audience.
- 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
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 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	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	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	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 Deliver Results	Intermediate	- Seek and apply specialist advice when needed - Complete work tasks within set budgets, timeframes and standards - Take the initiative to progress and deliver your own work and that of the team or business unit - Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals - Identify any barriers to achieving results and resolve these where possible - Proactively change or adjust plans when needed

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
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
Business Enablers Project Management	Adept	• Understand all components of the project management process, including the need for change management to achieve business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult with stakeholders, including people with lived experience to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take steps to address any problems • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	• Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely feedback that people can act on • Identify and act on opportunities to coach and mentor others • Recognise performance issues that need to be dealt with and work promptly to resolve them • Effectively support and manage team members who are working flexibly and in different locations • Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures • Reflect on feedback about your management style and potential areas where you can improve