Role Description
Visitor Services Operations Manager

Cluster	**Creative Industries, Tourism, Hospitality and Sport**
Agency	**Sydney Opera House**
Division/Branch/Unit	**Visitor Experience & Engagement – Visitor Services**
Location	**Sydney CBD**
Classification/Grade/Band	**Grade 3 Level 3**
Kind of Employment	**Enterprise Agreement**
OSCA Code	**149212**
PCAT Code	**2119192**
Role Number	**W02007R02007**
Date of Approval	**October 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 the management of customer facing service delivery throughout our venues and precinct, incorporating direct management of Theatre Managers, FOH, Host and Welcome Team staff in the performance of their roles in a duty setting throughout the day-to-day operation of events at the Sydney Opera House; to ensure the highest standard of customer service is provided to all SOH customers; to develop and maintain positive professional relationships relevant stakeholders; and to contribute to the professional development of the Visitor Services team members

The position contributes to the management and oversight of one of the largest and business critical workforces within the Sydney Opera House. The role provides professional advice and support to the Head of Visitor Services and ensures the operational activities of the Visitor Services Department are effectively managed and seamlessly integrated with other on-site and event related activities. This will include responsibility for roster to scheduling alignment, and financially responsible negotiation and completion of service charges on an event by event basis. The position recommends and implements operational initiatives aimed at continuously improving the experience of patrons and customers.

The position also contributes to the creation, review and implementation of operational processes and procedures, and ensures documentation remains current.

This position has the responsibility to ensure venues are well presented, safe and meet the high expectations of visitors to Sydney Opera House, as well as acting as an ambassador for the Sydney Opera House at all times.

KEY ACCOUNTABILITIES

- To contribute to the smooth, professional and consistent delivery of live events. This includes contributing to a high standard of venue presentation consistent with the expectations of visitors to Sydney Opera House.
- To lead a team of staff and maintain consistent standards of performance in accordance with the FOH and Welcome Team Staff Handbooks. This includes conducting day-to-day performance management and formal reviews
- To consistently achieve the highest standard of customer service, both personally and from the FOH, Host and Welcome Teams, in line with the SOH Commitment to Our Customers, which includes identifying and resolving customer concerns to ensure high levels of customer satisfaction.
- To contribute to ongoing efficiency and the adoption of technology/automation to this end.
- To be well informed of event details and to effectively brief, as required, FOH, Host and Welcome Teams on a daily basis.
- To contribute to, maintain and communicate strategies, plans and initiatives in line with SOH strategic plan; ensuring theatre operations are cost effective and of the highest standard.
- To be fully conversant with emergency evacuations procedures, updating FOH, Host and Welcome Teams regularly on emergency and other essential SOH procedures, test staff knowledge and conduct FOH evacuation drills within venues, in order to facilitate a safe environment for staff and customers in line with WHS requirements.

KEY CHALLENGES

- Manage and/or oversee the effective resolution of customer complaints within operational and financial constraints that achieves a balance between reputational impact and the positive experience of our customers.
- Effectively manage a dynamic performance environment where changes and fluctuations in requirements occur on short notice.
- As a subject matter expert, work in consultation the Head of Visitor Services to establish business continuity plans Visitor Services teams as well as other projects.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Visitor Services	To liaise with on a daily basis for advice and direction, as well as operational issues.
Theatre Managers, FOH/Welcome/Host Team Leads, Hosts, Attendants and Ambassadors	For day to day supervision, allocation and monitoring of work and performance
Stage Management, Presenters, Artists and key SOH managers and staff	To build and maintain relationships, understand the specific requirements of the performance and aid with the coordination and delivery of professional and effective FOH operations that remain consistent throughout a season.
Venue Security Managers and Emergency Operations Duty Manager	To assist with the provision of a safe and secure site.
External	
Patrons, Visitors and General Public	To provide the highest standard of customer service, in line with the SOH Commitment to Our Customers.

ROLE DIMENSIONS

Decision Making
The position is responsible for the coordination of Theatre Managers, FOH/Welcome/Host Team Leads, Hosts, Attendants and Ambassadors. The position provides leadership, direction and development.

Reporting Line
Head of Visitor Services

Direct Reports
Sydney Opera House Hosts
FOH Attendants
Theatre Managers
Welcome Team Leaders
Welcome Team Ambassadors

ESSENTIAL REQUIREMENTS

- Experience in leading a large front line team in a customer service setting including day to day and formal performance management.
- Minimum 5 years proven experience and commitment to the delivery of exceptional customer service in a front-line service environment, including strong conflict resolution skills
- Demonstrated leadership skills and attention to detail is essential
- Strong communication (written and oral) and interpersonal skills
- Sound organisational skills for planning, organising, and coordinating work priorities for the Visitor Services Team
- Intermediate computer skills – Microsoft Office; Word, Excel, Momentus, Tessitura
- Self-motivated with a highly energetic approach to work, and ability to work unsupervised
- Ability to stand for long periods of time as well as move bollards or signage as required by the hirers. In addition, ability to work outdoors on Forecourt events.
- Available to regularly work outside of normal business hours including weekends, late nights and public holidays (including New Year's Eve).

Desirable

- Lead team in performing arts and/or Theatre Management setting

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

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	**Finance**	**Intermediate**
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	**Manage and Develop People**	**Adept**
	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	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 • 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	Adept	• Take responsibility for delivering high-quality customer-focused services

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Commit to Customer Service		• 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	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
Business Enables Finance	Intermediate	• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial impacts and value for money when making recommendations and decisions • Understand how financial decisions impact the team and your organisation's overall financial position • Understand and act on financial audit, reporting and compliance obligations • Be aware of financial risk, reputational risk and how exposed your organisation is to these risks • Suggest solutions to deal with financial and reputational risks
People Management Manage and Develop People	Adept	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the effects of bias when managing team members • Seek feedback about your management capabilities and develop strategies to improve on them • Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively • Monitor and report on team performance in line with established performance development frameworks • Develop positive relationships to ensure cultural safety and trust between team members
People Management Manage and Reform Change	Intermediate	• Promote change processes and communicate change initiatives to the team or business unit • Respond flexibly to uncertainty and changing priorities

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Support others to manage uncertainty and change