

Role Description

Ticketing Systems Specialist



Cluster	Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 2 Level 2
Kind of Employment	Enterprise Agreement – Temporary/Ongoing
OSCA Code	149212
PCAT Code	1139184
Role Number	W02090R02090; W03078R02090; W03079R02090
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 purpose of the Ticketing Systems Specialist position is to liaise with presenters and utilise business systems and processes to program "event builds" and administer online event web pages. Sales reporting and provision of technical support to clients and colleagues is key. The position collaborates with stakeholders to maintain processes and support the development and implementation of new processes.

KEY ACCOUNTABILITIES

- Administer ticket build set up and online web event pages, accurately representing event product and pricing detail.
- Be a highly competent and specialist user of the Ticketing System and CRM system (Tessitura), the website CMS system (Drupal) and other systems and platforms used by the organisation throughout the event setup, consumer transaction, reporting and financial reconciliation process.
- Adhere to established procedures and protocols in a time-pressured and deadline-driven environment.
- Deliver effective client service to event presenters and their representatives, delivering sales reports and troubleshooting technical and procedural issues and complexities.
- Develop and maintain effective professional relationships with all internal and external stakeholders.
- Contribute to the improvement of processes and practices by participating in projects and improvement undertakings.
- Maintain the integrity and confidentiality of sensitive information.
- Support the department and organisation in meeting its mission and objectives.

KEY CHALLENGES

- Prioritise competing work priorities in a busy, dynamic environment.
- Understanding complex dynamics of industry relationships and dependencies.
- Complexity of technical dependencies to deliver expected services and required procedural changes to meet demand.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Ticketing Systems Manager & Team	To learn and perform ticketing system duties. Provide administrative support. Receive training and guidance on operations.
Ticketing Services Staff	To ensure effective performance of the Ticketing team through timely communication of information relating to build processes and event information.
Event Operations Team	To ensure the accurate operational delivery of events and invoicing through effective sign off and consultation.
Marketing Team	To ensure the accurate representation, promotion and sale of ticketed product.
Finance Team	To ensure the effective reconciliation of financial activities.
External	
Key Clients	To learn and meet the requirements of presenters and event organisers through the delivery of quality ticketing and customer service.
SOH Customers	To provide professional and comprehensive Ticketing services to all internal and external customers.

ROLE DIMENSIONS

Decision Making

The Ticketing Systems Specialist assists the Ticketing Services team deliver accurate and efficient event builds on Tessitura and the website. As such the position has the capacity to make limited decisions, under the direction of more senior members of the team, in line with approved business plans and assigned directions for allocated projects and initiatives.

Reporting Line

Ticketing Systems Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Client relationship experience and ability to develop and maintain sales and service solutions, troubleshoot complex issues and problem solve.
- Attention to detail and an ability to sustain focus over extended periods in the use and application of transactional online Content Management Systems (such as Drupal) and CRM software (such as Tessitura) and other systems.
- Dependable written competency and demonstrated accuracy in data entry and the usage of business systems, processes and applications.
- Strong organisational skills and an ability to prioritise competing workloads to meet deadlines.
- Demonstrated experience in the accurate preparation of consumer product representation across sales channels and/or the preparation or administration of complex invoicing and financial reconciliation.
- Understanding and commitment to the principles of EEO and WHS
- Willingness to work outside of standard business hours, presently Tue – Sat 10:00am-6:30pm and subject to variation.
- Understanding and commitment to the principles of EEO and WHS

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	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	Foundational	- Be open to new ideas and approaches and adapt to new situations - Offer your opinion, ask questions and make suggestions - Do not give up easily when challenges arise - Be respectful and considerate in challenging situations - Ask for help when you don't know something
Personal Attributes Act with Integrity	Foundational	- Behave in an honest, ethical and professional way - Act in accordance with the Ethical Framework and the Code of Ethics and - Conduct Follow legislation, policies and guidelines that apply to your role and organisation - Speak up about misconduct and inappropriate behaviour
Relationships Communicate Effectively	Foundational	- Allow others time and space to communicate - Pay attention and ask questions to check your understanding - Explain things clearly and use inclusive language Write in a way that is logical and easy to follow - Use various communication channels to obtain and share information - Connect people to resources and services that accommodate their needs

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
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
Relationships Work Collaboratively	Foundational	• Work as a supportive and cooperative team member, sharing information and acknowledging the efforts of others • Respond when others need clarification or advice about the job Step in to help others when workloads are high • Keep your team and supervisor informed about work tasks • Use appropriate approaches, including digital technology, to share information and collaborate with others
Results Demonstrate Accountability	Foundational	• Take responsibility for own your actions • Be aware of delegations and act within your authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of your and others' health and safety • Identify and tell your supervisor about risks • Follow government and organisational record-keeping, data security, ethics and privacy requirements
Business Enablers Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Use records, information and knowledge management systems effectively Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate