

Role Description

Theatre 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 2
Kind of Employment	Enterprise Agreement
ANZSCO Code	149912
PCAT Code	1119192
Role Number	Various
Date of Approval	7 September 2022
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 the Front of House Attendants in the day-to-day operation of theatres 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 with stage management, presenters, artists and all relevant SOH staff; and to contribute to the professional development of FOH Attendants through coaching and performance management. 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 Staff Handbook. 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 Team, in line with the SOH Commitment to Our Customers, which includes identifying and resolving customer concerns to ensure high levels of customer satisfaction.
- To be well informed of event details and to effectively brief FOH 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 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

- Balancing the various responsibilities of a Front of House Theatre Manager, including managing a team while contributing to a high standard of venue presentation consistent with the expectations of the visitors to Sydney Opera House.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Visitor Services Operations Managers	To liaise with on a daily basis for advice and direction, as well as operational issues.
Attendants, Front of House	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	
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 FOH Attendants. The position provides leadership, direction and development.

Reporting Line

Visitor Services Operations Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Experience in leading a team in a performing arts setting (previous Theatre Management experience will be looked upon favourably)
- Proven experience and commitment to the delivery of exceptional customer service in a front-line service environment, including strong conflict resolution skills
- Highly energetic approach to work, with a high customer service ethic
- Strong 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 Front of House Team
- Strong skills for day to day and formal performance management
- Basic computer skills – Microsoft Office; Word, Excel
- Self-motivated with a highly energetic approach to work, and ability to work unsupervised
- Physical fitness including the willingness to stand for long periods of time as well as ability to move bollards or signage as required by the hirers. In addition, ability to work outdoors on Forecourt events.
- Available to work outside of normal business hours including weekends, late nights and public holidays (including New Year's Eve).
- Must hold a valid Employee Working with Children Check

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	Foundational
	Manage Self	Intermediate
	Value Diversity	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	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 own opinion and raise challenging issues - Listen when ideas are challenged and respond in a reasonable way - Work through challenges - Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	- Focus on key points and speak in 'Plain English' - Clearly explain and present ideas and arguments

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		• Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
People Management Optimise Business Outcomes	Intermediate	• Develop team/unit plans that take into account team capability and strengths • Plan and monitor resource allocation effectively to achieve team/unit objectives • Ensure team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure the availability of capable resources