

Role Description

Tours Reservations Consultant



Cluster	Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 1
Kind of Employment	Enterprise Agreement- Temporary
ANZSCO Code	541,112
PCAT Code	1,119,192
Role Number	
Date of Approval	
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 has responsibility to promote, sell and organise reservations of Tours and Experiences within the Sydney Opera House (SOH) Tourism products and services range. This position provides the highest quality of service to trade clients, general public, SOH business partners and other SOH departments.

KEY ACCOUNTABILITIES

- Provide an exceptionally high level of service to our tourism guests and clients through face to face, telephone and email interactions. Adopt a pro-active approach in liaising with clients and business partners in order to foster strong relationships between all parties.
- Facilitate and manage bookings for a range of Tourism products via multiple channels, including cancellations, re-booking and new bookings.
- Co-ordinate bookings for SOH tour experiences for a range of clients with diverse needs while maintaining flexibility, cultural sensitivity, and a strong customer service focus. In particular this involves the promotion and sale of SOH tour products.
- Ensure compliance with relevant SOH and Departmental policies, practices and procedures in co-ordinating activities and servicing clients. The position holder is accountable for coordinating the purchase of non-refundable goods and services such as performance tickets from SOH presenters on a daily basis.

- Administer SOH Tourism Reservations including updating the database booking system, reconciling cash, cheque, credit card payments and client accounts.
- Manage the Trade Arrivals desk within the Welcome Centre on a daily basis.

KEY CHALLENGES

- Ensuring consistent and quality delivery of Tourism products and services and meeting the expectations of clients, business partners and the Department within the framework of the Sydney Opera House.
- Influencing existing and potential clients to purchase SOH Tourism products and services.
- Coordinating multiple requests and ensuring accurate and timely processing of reservations with House venues and facilities.

KEY RELATIONSHIPS

WHO	WHY
Internal	
General Manager: Tours, Retail and Licensing	To oversee the business operation and development of all Tours products
Head of Operations: Tours and Experiences	To oversee the business operation and development of all Tours products
Tours Reservations Manager	To provide direction, feedback and day-to-day guidance, decisions and coaching on operational and service improvement initiatives and report on progress/effectiveness of reservations and sales.
Tours Reservations Duty Supervisor	To provide direction, feedback and day-to-day guidance, decisions and coaching on operational and service improvement initiatives and report on progress/effectiveness of reservations and sales.
Sales and Experiences Team	Communicate regularly to update and confirm bookings, product queries and client concerns.
Tours Operations Management Team	To communicate closely with to determine which venues are accessible and to ensure that information is up to date, ensure that performance, restaurant and functions reservations are available and confirmed.
External	
SOH Presenters and Tourism Providers	To liaise with SOH presenters and other internal providers of Tourism on a regular basis to seek information affecting the operation of the Tourism Department and to convey information for the purpose of successful delivery of services to clients and resolving issues.
Customers (Industry and Direct Consumers)	To ensure the delivery of products; solve difficult problems; manage relationships; and manage account bills, commissions and rate structures.
Clients, Business Partners and SOH Staff	To convey information in a timely manner to a range of clients, business partners and staff with diverse needs.

ROLE DIMENSIONS

Decision Making

The Reservations Consultant receives direction from the Tours Reservations Manager and Tours Reservations Duty Supervisors. The position operates with a high degree of day-to-day independence and therefore requires the incumbent to possess a solid working knowledge of the operation of the SOH and Performing Arts and Tourism industries in order to make sound decisions.

The Reservations Consultant is required to advise clients in relation SOH Tourism products and services and where possible ensure client's needs are met. Decision making is required on a daily basis in the provision of this advice and subsequent advice provided to the Department concerning resource levels required to provide these services. However before providing advice it is expected the incumbent will have the ability to evaluate the cost/benefit of a potential sale for the SOH and advise/make recommendations accordingly.

Reporting Line

Tours Reservations Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- The Reservations Consultant is required to possess a thorough working knowledge of the tour products and packages offered by the House along with events, services, the House's context within the international Arts and Tourism community and a working knowledge of the Sydney Opera House building is essential.
- The position holder must possess highly developed communication, interpersonal and influencing skills both face to face and over the telephone. They must be articulate, and have appropriate presentation skills that will successfully promote and confirm bookings for SOH tourism products whilst maintaining an excellent level of customer service.
- In addition, they will require a high level of time management, planning and organisational skills with the ability to deliver services in a flexible and adaptable manner.
- The position holder is also required to have strong administrative skills and be proficient in the usage of credit cards, have the ability to accurately handle and reconcile cash and accounts.
- The position is required to work with limited supervision and in a responsible manner.
- The Reservations Consultant is also expected to be enthusiastic and an energetic team player who is committed to the goals of the SOH Trust.
- The position holder must be willing to communicate through a number of areas face to face at a check in desk, via telephone and email on an ongoing basis.
- Intermediate computer skills using Microsoft office are also essential,
- Tessitura experience is essential.

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	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	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	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
Personal Attributes Act with Integrity	Foundational	- Behave in an honest, ethical and professional way - Take opportunities to clarify understanding of ethical behaviour requirements - Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role - Speak out against misconduct, illegal and inappropriate behaviour - Report apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	- Focus on key points and speak in 'Plain English' - Clearly explain and present ideas and arguments - 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
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
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 Demonstrate Accountability	Foundational	- Take responsibility for own actions - Be aware of delegations and act within authority levels - Be aware of team goals and their impact on work tasks - Follow safe work practices and take reasonable care of own and others health and safety - Escalate issues when these are identified
Business Enablers Technology	Intermediate	- Apply computer applications that enable performance of more complex tasks - Apply practical skills in the use of relevant technology

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies