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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning & Environment |
| **Division/Branch/Unit** | Sydney Olympic Park Authority |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2023 (updated from November 2019) |
| **Agency Website** | www.sopa.nsw.gov.au |

Agency overview

Sydney Olympic Park is Wangal Country and is located between Greater Sydney’s two largest employment centres – the Sydney CBD and Parramatta CBD. It is a mix of land uses that include parklands and nature reserves, environmental conservation, public recreation, sports and events, residential and business uses. By 2030, Sydney Olympic Park will be connected by a station on the Sydney Metro West line 1 and is also part of Parramatta Light Rail Stage 2. This new connectivity created through major infrastructure investment signals a shift in the future role of Sydney Olympic Park.

Sydney Olympic Park Authority are custodians of the Park – being a precinct place manager, as well as a strategic master planner, and development consent authority.

The Authority is established under the Sydney Olympic Park Authority Act 2001 and is part of the NSW Department of Planning & Environment. As well as working closely with the Department, the Authority also needs to regularly engage with other government entities and the surrounding local government areas to achieve the future vision for the precinct.

Primary purpose of the role

The Ticketing and Events Assistant co-ordinates and maintains the planning and delivery of event ticketing and assists in the planning and delivery of Events at the Sydney Olympic Park Quaycentre, Hockey Centre and Sports Halls.

# Key accountabilities

* Maintain administrative, systems, procedures and standards to ensure the Events and Ticketing teams operate efficiently and effectively in the delivery of events.
* Ensure stakeholders are provided with correct information regarding ticket entry and prices during events to ensure all customer needs are met.
* Organise and monitor the ticketing functions for events held across the venues; and supervise ticketing builds within agreed budgets and timeframes.
* Review logistics for the delivery of Ticketing, Box Office and Front of House aspects of events and ensure they comply with risk minimisation strategies.
* Accurately process all ticketing transactions through a computerised point of sale system and complete the reconciliation process, with minimal errors.
* Assist in the planning and delivery of events and ensuring a high level of customer service to all customers and stakeholders.

Key challenges

* Balancing the needs and expectations of a variety of stakeholders and aligning service delivery with corporate objectives, and new and emerging priorities.
* Identifying and providing timely solutions for a diverse range of ticketing issues that arise during events.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Centre Manager | * Escalate issues, keep informed, advise and receive instructions * Provide regular updated on key projects, issues and priorities. |
| Venue Area Manager | * Seek assistance, feedback or providing information necessary for successful operation of events * Receive mentoring, coaching and performance feedback * Discuss event resources and impacts * Provide accurate and current financial information relevant to ticketing; participate in planning and review. |
| Work team | * Provide assistance and information; and co-ordinate resources * Deliver service and disseminate information * Provide direction and mentoring/training. |
| **External** |  |
| Vendors and service providers; promoters, entertainers, artists and industry professionals | * Promote mutual interests * Share information, provide advice and plan usage; promote services; participate in consultation and negotiation; analyse information and compile reports; resolve routine issues and deliver service. |
| Sporting bodies, associations and representatives; school, tertiary and private education representatives | * Promote mutual interests * Share information, provide advice and plan usage; resolve routine issues and deliver service; participate in consultation and negotiation. |

# Role dimensions

## Decision making

This role has limited autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

## Reporting line

Events Manager Quaycentre

## Direct reports

Casual staff

**Budget/Expenditure**

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

**Key knowledge and experience**

* Knowledge of ticketing and / or operations relating to Event planning and delivery
* Senior First Aid Certificate or willingness to obtain and maintain
* Responsible Service of Alcohol or willingness to obtain and maintain.

**Essential requirements**

* Relevant qualifications in venue management/event planning/ticketing and/or relevant industry experience
* A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the Child Protection (Working With Children) Act 2012**.**

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge 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  Cooperate across work areas to improve outcomes for customers | Intermediate |
| results | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
| business-enablers | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Consider financial implications and value for money in making recommendations and decisions  Understand how financial decisions impact the overall financial position  Understand and act on financial audit, reporting and compliance obligations  Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | Intermediate |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | 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  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | Understand project goals, steps to be undertaken and expected outcomes  Plan and deliver tasks in line with agreed project milestones and timeframes  Check progress against agreed milestones and timeframes, and seek help to overcome barriers  Participate in planning and provide feedback on progress and potential improvements to project processes | Foundational |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |