

# Role Description

## Information Analyst



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4
Kind of Employment	Crown Employees (SOH) Award
ANZSCO Code	313199
PCAT Code	1226892
Role Number	W01540R01540
Date of Approval	April 2026
Agency Website	<a href="http://www.sydneyoperahouse.com">http://www.sydneyoperahouse.com</a>

### 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 Information Analyst is responsible for providing expert professional and strategic advice, recommendations and support to the Information Manager. This role focuses on the development, performance, integration and enhancement of SOH information management (IM) systems and online corporate environments. The Information Analyst ensures that information governance aligns with technology strategies and initiatives, while also identifying opportunities for business systems enhancement from a user perspective. The Information Analyst works closely with the Information Manager to deliver records and IM projects effectively.

### KEY ACCOUNTABILITIES

- Manage IM projects from concept development to business case preparation, procurement, delivery, and ongoing maintenance.
- Assess business needs and strategically design and develop innovative, user-friendly solutions for managing information.
- Collaborate with software developers and end users to ensure system compatibility and user satisfaction.
- Perform systems analysis and design to enhance SOH's information systems architecture
- Provide technical advice to the Information Manager to enhance M365 information governance, as well as SharePoint configuration, workflows and forms.
- Securely integrate corporate systems using web technologies and design thinking principles.
- Communicate effectively and persuasively to ensure the successful adoption and continuous improvement of SOH's IM systems.
- Develop comprehensive user documentation, policies, and procedures.
- Plan and enhance SOH's capacity to utilise new and innovative systems and tools, including AI technologies, for IM.

- Analyse user interactions with IM systems, and use insights to iteratively improve system configuration.
- Collaborate with business units and the Internal Communication team to maintain intranet's content effectively.
- Provide guidance to key stakeholders on migrating the current intranet and M365 environment to a new future ready collaborative platform.

## KEY CHALLENGES

- Ensure project timelines and any budgets are met, and oversee the implementation of new IM systems and projects
- Manage conflicting and concurrent requests for information, advice and systems support
- Embracing new technologies while ensuring information governance is prioritised

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Information Manager	To provide professional and timely advice in the development, enhancement and implementation of online systems and information strategies; to discuss planning and implementation issues and to receive operational guidance.
SharePoint Information Administrator	To direct, develop, manage performance, empower and lead.
IM Team	To provide professional guidance, translate client needs and expectations and ensure enhancements to new and existing corporate systems meet specifications. To share technical and operational information and jointly problem solve.
Technology team	To collaborate with Technology team in the development and improvement of IM systems
Internal Communication team	To collaborate and provide technical guidance in the maintenance and development of SOH intranet
SOH Business Users	To collaborate and provide expert guidance over the development and implementation of on-line services and information management ideals.
<b>External</b>	
Industry Networks, User Groups, Vendors & Suppliers	To develop and maintain professional relationships to effectively translate internal client systems requirements and expectations into physical product development and manipulation. To attend user groups, trade seminars and new product launches for professional/knowledge development and networking.

## ROLE DIMENSIONS

### Decision Making

The Information Analyst provides expert advice to the Information Manager and other stakeholders on a broad range of topics including intranets, web development, project management, privacy and information management. Using their analytical skills and technical knowledge, the Information Analyst determines how to securely and efficiently solve complex business problems using information systems.

The Information Analyst delivers complex projects related to all IM disciplines, using a variety of technical systems. This includes developing business cases, writing project and communication plans, and delivering and closing out projects.

The Information Analyst has the freedom to make decisions regarding the management, planning and coordination of activities for those projects and systems.

The Information Analyst works with the Information Manager to develop the detailed project pipeline for systems used to manage information at Sydney Opera House.

### Reporting Line

Information Manager

### Direct Reports

SharePoint Information Administrator

## ESSENTIAL REQUIREMENTS





- Relevant tertiary qualifications
- Minimum of 8 years' experience developing and maintaining online environments in a medium to large organisation, including technical skills (i.e. coding and scripting language)
- Experience with or strong understanding of Microsoft Purview, Power Automate and PowerShell
- Knowledge of Microsoft SQL Server and web technologies such as javascript and ASP.NET
- Extensive knowledge of HTML including maintenance of styles, formats, standards, links and indexes as well as a practical understanding of the documentation life cycle and associated processes
- Advanced analytical skills for solving complex problems
- Demonstrated experience delivering complex software projects on time and within budget
- Demonstrated understanding of information governance
- Excellent interpersonal and communication skills
- Understanding of information systems in the entertainment industry Interest in AI, Machine Learning and automated classifying tools

## 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](http://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	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Intermediate
	Project Management	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
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Acknowledge when someone challenges your ideas and respond respectfully</li> <li>• Work through challenges</li> <li>• Remain calm and focused in challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Report misconduct and inappropriate behaviour</li> <li>• Report and manage conflicts of interest and encourage others to do so</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and use clear, concise and inclusive language</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Pay attention and ask appropriate and respectful questions to understand others' point of view</li> <li>• Promote the use of inclusive language and help others to adjust their language where necessary</li> <li>• Seek feedback about your communication style and adapt where necessary</li> <li>• Write in a way that is well structured and easy to follow</li> <li>• Clearly communicate routine technical information</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Focus on providing a positive customer experience</li> <li>• Support a customer-focused culture in the organisation</li> <li>• Demonstrate a thorough knowledge of the available services and share relevant information with customers Identify and respond quickly to customer needs</li> <li>• Consider different customer needs and experiences when developing solutions to meet needs</li> <li>• Resolve complex customer issues</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Identify and follow safe work practices</li> <li>• Be aware of risks and act on them or raise them with your supervisor as appropriate</li> <li>• Make sure you and others always follow safe work practices Use financial and other resources responsibly</li> <li>• Seek feedback from stakeholder groups to enable culturally informed feedback</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Identify opportunities to collaborate using a range of technologies</li> <li>• Monitor compliance with policies for cyber security and acceptable technology use</li> <li>• Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Monitor compliance with your organisation's records, information and knowledge management requirements</li><li>• Check that outputs from systems and digital tools support objectives and meet expected standards</li></ul>

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