

POSITION DESCRIPTION

Tour Guide

Position Title: Tour Guide – Handa Opera on Sydney Harbour

Unit: Production

Reporting to: Production Administration

Location: Based at The Seasonal Venue/Site, Sydney, but may be required to work and/or be based at other company work locations.

Opera Australia's Vision is to enrich Australia's cultural life with exceptional opera and musical theatre.

Job Purpose

The Tour Guide will be responsible for delivering informative and engaging pre-show tours of the *Phantom of the Opera* set and venue on Sydney Harbour. This role plays a vital part in connecting audiences to the creative, technical, and logistical work behind Opera Australia's most ambitious outdoor production. Working closely with production, creative, and audience engagement teams, the Tour Guide will bring the magic of the stage to life through storytelling, insight, and passion.

Key Accountabilities

Major Responsibilities	Accountabilities	% total job
1. Tour Presentation & Public Engagement	<ul style="list-style-type: none"> Deliver engaging 20-30 minute guided tours of the Handa Opera on Sydney Harbour site and stage prior to performances (audience members only) Communicate the story of the set build, venue logistics, and artistic design with accuracy and enthusiasm Represent Opera Australia professionally and warmly to a broad audience Ensure audience safety and accessibility throughout the tour route Liaise with technical and production staff for accurate, up-to-date tour information Maintain punctuality and consistency across all tour calls 	90%
2. Duties	<ul style="list-style-type: none"> Provide feedback on audience engagement and tour delivery Assist with minor logistics or support for the audience engagement team as needed 	10%
3. Health and Safety	<ul style="list-style-type: none"> Always ensure the safety of all tour participants Follow designated tour paths and safety protocols Comply with OA SAFE and any reasonable instructions, policies, and procedures given by Opera Australia Report hazards or safety concerns in a timely manner 	Continual

All Opera Australia employees are expected to act and advocate for the highest levels of ethical standards and integrity including compliance with Opera Australia policy and relevant legislation.

Key Selection Criteria

R = Required

P= Preferred

Knowledge and Experience	R	P
Demonstrated experience as a public speaker, performer, educator, or tour guide	X	
Experience or knowledge of live theatre, set design, or production processes	X	
Excellent communication and interpersonal skills	X	
Ability to memorise and present scripted material and adapt to questions	X	
Understanding of WHS obligations and audience safety	X	
Comfortable working outdoors in varying weather and navigating uneven terrain	X	
Technical / Specialist Competencies	R	P
Basic knowledge of theatrical terms and backstage practices	X	
Ability to use a radio mic or portable amplification system	X	
Familiarity with the <i>Phantom of the Opera</i> narrative and production design	X	
Behavioural Competencies	Level	
Verbal and written communication	Advanced	
Time management	Advanced	
Flexible and adaptable	High	
Attention to detail	High	

Working Relationships

Key internal stakeholders
Audience Engagement Team, FOH Team
Key external stakeholders
Audience Members, Sponsors, VIP Guests

Conditions of Engagement

- Casual Contract
- 3-hour call per day (includes prep and delivery)
- 6 days per week (Tuesday–Sunday)

Important note: This job description serves as a guide to the scope and range of activities that may be required of the incumbent and may change at any time according to the needs and priorities of Opera Australia.

To be completed by Human Resources

Remuneration Level			
Role ID		Date Approved	
Industrial instrument and Grade			