



Job application pack

Thank you for your interest in working at Lotterywest – a unique West Australian organisation. This guide will help you prepare and submit a job application with Lotterywest and includes information about our recruitment and selection process.

About Lotterywest

Every day Lotterywest gives West Australians a chance to dream by playing a range of lottery games. As well as selling our games and handing out millions of prizes to winners, we are unique in Australia as the only lottery to directly support the community through our grants.

Every time you play Lotterywest games, you help support thousands of not-for-profit organisations through direct grants; as well as contribute to statutory funding provided to local government authorities in health, sports and arts sectors.

Lotterywest has proudly supported the community for almost 85 years and remains committed to our vision to build a better WA together.

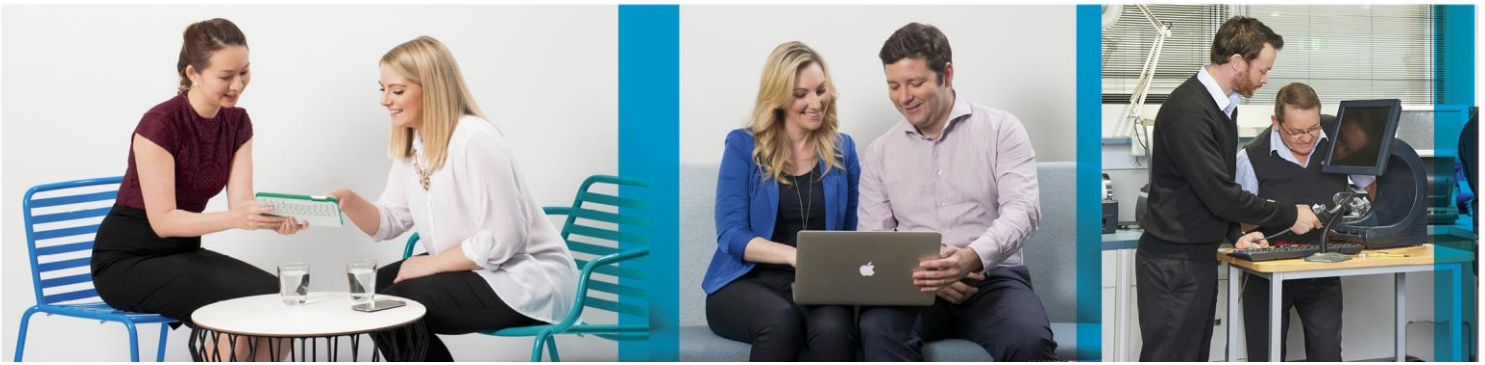
Our Purpose

To enhance the quality of life and well-being of all West Australians through the funding, leadership and support we provide to our beneficiaries and by operating our lottery business with excellence and integrity.

Our Values

Lotterywest is an organisation committed to serving the community of WA with excellence and integrity. Six core values underpin all that we do:

- Customer Focused
- Upbeat
- Authentic
- Smart
- Reliable
- Adaptable



Enjoy being part of the Lotterywest community

By joining the team at Lotterywest, you'll enjoy the satisfaction that comes with being part of an organisation that is helping meet community needs and turn dreams into reality. Jobs at Lotterywest are rewarding and diverse; from the marketing of our games, the management of our gaming technology and information technology, through to working with the wide range of community groups that receive Lotterywest grants.

Working with Lotterywest also means you have access to a number of employee benefits including:

- A flexible work environment with the ability to purchase leave and negotiate flexible working hours.
- A commitment to employee learning and development in relation to your role and responsibilities.
- A friendly working environment with a variety of wellness and social activities on offer.

Lotterywest's Head Office is located in Subiaco. Our office offers excellent access to public transport, a range of public parking options and end of journey facilities for staff choosing to bike, run or walk to work.

How do I apply?

Lotterywest is a State Government statutory authority. As such, we're required to follow the Public Sector Commissioner's employment standard as set out in the Commissioner's Instructions. Please read the following information to give you the best chance of success with your Lotterywest job application.

Step 1: Read the role statement

The role statement is a high level document outlining the key responsibilities and the skills required for the position. The role statement is used to assess your application, assess your performance once in the position and develop your skills.

Step 2: Prepare your application

If your skills match the skills required, you're off to a good start. Now you will need to prepare a formal application. Review the role statement for specific direction on what your application needs to include. Usually you will need to include a covering letter and your curriculum vitae.

When preparing your cover letter please refer to Page 5 of the Job Application Pack for specific application instructions.

Your curriculum vitae (CV or resume) should include:

- Your name, address and contact telephone number(s).
- Your email address.
- A concise description of relevant work experience, achievements and the dates of your employment.
- Your education qualifications and training courses.
- Contact details of your referees.



Step 3: Submit your application

Your application will need to be submitted by the date and time stated in the advertisement.

Please give yourself enough time to complete your application as we are unable to accept applications past the date and time stated in the advertisement. Please submit your application online through the [Jobs.wa.gov.au](https://jobs.wa.gov.au) website.

Step 4: Lotterywest's recruitment process

Lotterywest is committed to best practice recruitment standards. This ensures fairness in the process and that the most suitable person is appointed for an advertised position.

Merit, equity and probity are met by following the principles stated below in our recruitment process:

- Conducting a thorough merit based assessment which matches a candidate's skills, knowledge and abilities relevant to the work-related requirements of the job and the outcomes sought by the public sector, which may include diversity.
- Making sure the process is open, competitive and free of bias, unlawful discrimination, nepotism or patronage.
- Arriving at decisions that are transparent and capable of review.

Step 5: Applicants suitable for interview

If you are assessed as a suitable candidate to progress to the next stage, then you will be invited to an interview.

Step 6: Have I been successful?

We endeavour to notify you of the outcome of your application as soon as possible.

Step 7: Successful applicants

Once the selection process is completed, if you are the successful applicant, you will be notified that you are the 'recommended applicant' for the position.

At the same time, unsuccessful applicants are also notified and offered the opportunity to seek feedback or they may also seek a review of the outcome.

This process is known as the Breach of Standards (BOS) process and usually takes four (4) working days. Once this period is over and provided a substantiated claim has not been lodged, you will be notified in writing that you are officially the 'successful applicant' and a new Lotterywest staff member!



Step 8: Unsuccessful applicants

If you have been unsuccessful, you will be notified in writing of this when the selection process has been completed.

You will also be provided with information about who to contact for feedback on your application. You will also be provided information about how to seek a review of the outcome of the process if you should feel that your application was not handled in accordance with the standards in Step 4 above.

This process is known as the Breach of Standards (BOS) process and unsuccessful applicants have four (4) working days to apply for a review. A Breach of Standard assessment will focus purely on the recruitment process, not on the competing merits of an unsuccessful applicant.

If you would like to apply for a review of the selection process you will need to do this in writing to the Senior Manager, People and Culture, Lotterywest.

For more information about Lotterywest

If you have any questions about Lotterywest's recruitment process, please contact the People and Culture team on 9488 6333 or by email at peopleandculture@lotterywest.wa.gov.au.

We encourage anyone who is thinking of applying for a job at Lotterywest to find out more about us by visiting our website at www.lotterywest.wa.gov.au



Manager IS Services

L7 \$117,725 to \$126,033 PSGOGA

Job Vacancy Number: 18/37

Full Time - Permanent

The Manager IS Services is responsible for the management and development of the IT Service Desk and Tier 3 Network & Systems Teams.

Delivering a range of services for the business, retailers, grant customers and external stakeholders, the role requires exceptional project planning, coordination and negotiating skills.

Recent knowledge of cloud based technologies, infrastructure security principles and applications is essential to the role.

Contribution to the IT strategic initiatives and with willingness to explore innovative technology solutions to business challenges is a key element of this role.

This is a *hands on* technical role, with knowledge of the application of virtual and mobile technologies and the integration and management of these to back office systems.

lotterywest.wa.gov.au



Play Responsibly gamblinghelponline.org.au 1800 858 858

5. Role Statement

Please submit your application by 9.30am on Monday 16 July 2018.

Applicants are to apply online through the Jobs.wa.gov.au website by clicking the 'Apply for Job' button and following the instructions. For application assistance, please contact People and Culture on 9488 6110.

Unfortunately, late applications cannot be accepted and therefore we would encourage you to give yourself sufficient time to complete your application.

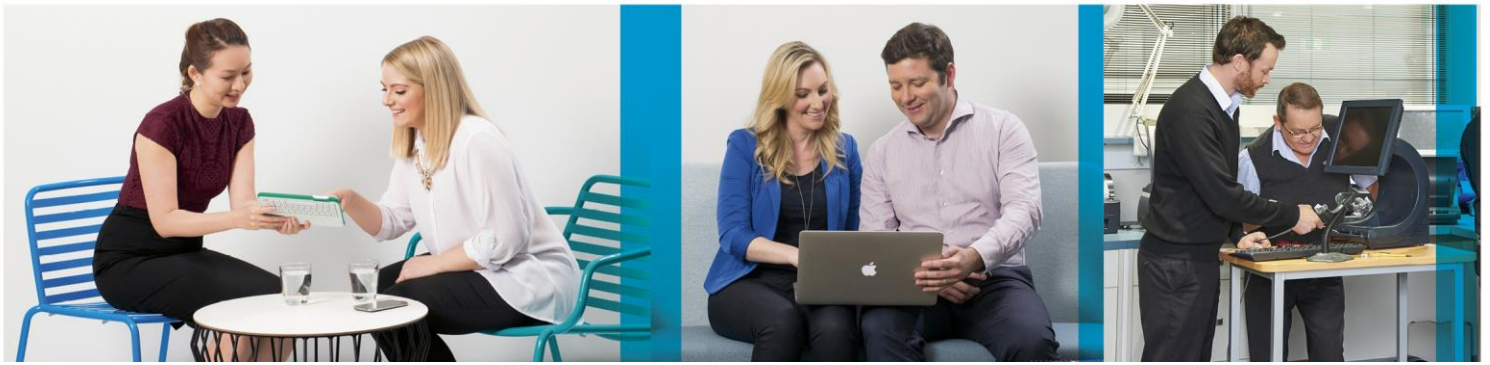
Please submit your CV and a personal statement with a word limit of 1500 words addressing the essential selection criteria.

For further information about the position please contact Steve V Jones, Senior Manager IS Operations on 9488 6339.

For further information about Lotterywest please visit www.lotterywest.wa.gov.au

Suitable applicants may be considered for future similar employment opportunities during the next six (6) months at Lotterywest.





Role Statement

Manager IS Services

L7 \$117,725 to \$12,033 PSGOGA

The Organisation

Every day Lotterywest gives West Australians a chance to dream by playing a range of lottery games. As well as selling our games and handing out millions of prizes to winners, we are unique in Australia as the only lottery to directly support the community through our grants.

Every time you play Lotterywest Games, you help support thousands of grants for not-for-profit organisations and local government authorities, as well as the health, sport and art sectors through our statutory funding.

Lotterywest has proudly supported the community for over eighty years and remains committed to our vision to build a better Western Australia together.

About the Business Unit

Corporate Services is responsible for the financial, human resource, information, legal, physical and technology related support functions critical to Lotterywest's operations. In addition to the support role, the business unit is responsible for overarching financial management, governance, statutory compliance and technology partner for the business critical gaming system.

The business unit comprises six streams being Business Services; Finance; Legal Services; Information Services (IS); People and Culture and Risk Management and Audit.

Key Focus Areas of Position

Reporting to the Senior Manager IS Operations with the Information Services group the IT Services Manager is responsible for all aspects of the organisations tiered support of service delivery and technical infrastructure. The role has the following key areas of focus:

- **Customer service** - delivers excellent customer support, through a 'single point of inquiry' service desk and field technicians, where service standards are monitored and customers well informed
- **Technology support** - ensures internal and external technology systems are well supported, that system change processes are successfully implemented and that there is a quick response, resolution and reporting of system outages
- **Technology reliability** - ensures technology applications (including business critical gaming systems), infrastructure and communication networks have high availability, and are current, maintained and secure
- **Relationship management** - develops and maintains productive partnerships with business critical service providers and key gaming stakeholders



Key Responsibilities

Strategy

- Develops and recommends innovative processes that improve IS' operational efficiency and effectiveness
- Contributes to innovative and effective long term strategic planning to ensure technical infrastructure and tiered support of service meet long term needs
- Supports the operational service delivery functions of Lotterywest through managing the work activities and deliverables of the Service Delivery team
- Identifies, initiates, recommends and delivers new and innovative methods and strategies which contribute to the efficient delivery of technology solutions

Leadership

- Leads a technical support team in the delivery of ICT Services
- Develops a highly motivated and engaged team, and leads and supports the team members professional and personal development initiatives
- Leading, managing, monitoring, measuring and reporting on service contract delivery obligations
- Leading and managing the effective resolution of technical problems relating to information and communications technology infrastructure, communications networks and database management

Operational

- Implements approved processes that offer a high level of customer service, with a customer centric model that delivers services, sets expectations and engages the customer

- Effectively manages service and supply contracts with regular performance reviews and timely contract renewals
- Reports on agreed service levels, system capacity, availability and backups
- Coordinates work effort and manages the team priorities across the Technical Infrastructure group

Reporting

- Assists with audit and risk compliance, and reporting regarding IS operational systems and services as instructed by the Senior Manager

Stakeholder Management

- Maintains appropriate and effective relationships with team members, other business units, service providers and staff
- Undertakes customer feedback surveys to gauge customer satisfaction
- Leads, manages, monitors and measures service contract delivery and engagement with all suppliers
- Reports to Senior Management on contract status or non-conformance with contract agreements

Other

- Other duties as required

Mandatory/Special Role Requirements

Drivers Licence / Police Clearance / after-hours work / On-call responsibilities

Required Qualification

Degree or industry qualifications in information and communications technology or a related field of study and/or a minimum of 5-years managing a service desk and technical infrastructure teams in a similar role.



Essential Selection Criteria

1. Demonstrated extensive experience in managing a service desk in a commercial environment to deliver high standards of service that meet agreed key performance indicators
2. Highly-developed technical, analytical and problem solving skills, with experience in managing a technical infrastructure environment
3. Demonstrated considerable experience in developing and managing relationships with internal and external customers and stakeholders communicating and effectively influencing and negotiating desired outcomes
4. Demonstrated high level experience in technical infrastructure systems and support, with knowledge of cloud, network and server architecture
5. Demonstrated knowledge of ITIL practices and applying IT Service Management
6. Demonstrated knowledge of contract management principles and the management of external service providers

