![Lotterywest logo]

Job application pack

Thanks for your interest in working at Lotterywest. This guide includes information about our recruitment and selection process to support you in preparing and submitting a strong job application. Good luck!

Chief Information Officer

Level 9 $152,689 to $164,015 PSGOCSAGA

Senior Executive Service Position

Job vacancy number: 19/44

Full time – fixed term (5 Years)

Follow these important application instructions:

Please submit your application by 9.30am on Friday, 24 May 2019. Unfortunately, we can't accept late applications so please allow yourself enough time to complete your application before the due date and time.

Apply online through the jobs.wa.gov.au website by clicking the 'Apply for Job' button and follow the instructions. Our People and Culture team are happy to help if you need assistance on (08) 9488 6493.

Please submit your CV and a 2-3 page cover letter addressing the essential selection criteria which is outlined on page five (5).

*For more information about the position please contact Fiona MacLeod - Senior Consultant, Price Consulting Group on 0407 980 708 or email fiona@priceconsulting.com.au **Please do not email applications to this email address**.*

To learn more about Lotterywest please visit lotterywest.wa.gov.au.

If a similar vacancy in a similar location becomes available in the next 6 months, applicants deemed suitable may be considered. Vacancies may be offered on a full time or part time permanent or fixed term basis. Lotterywest may consider undertaking an executive search to supplement the field.

About Lotterywest

Lotterywest has been giving Western Australians the chance to dream for more than 85 years. We're the only lottery in Australia, which is State Government owned and operated, with the majority of money spent on lottery tickets being returned to the community through prizes and grants.

Thanks to those that purchase our games and the hard work of over 500 retailers that sell them, our grants are a vital source of support for Western Australia's public hospitals, sports, the arts, local government authorities and thousands of not-for-profit groups.

The vision 'Building a better Western Australia together', has been the foundation of our operation since 1932 and enables us to continue delivering value to our State and remaining a Western Australian icon.

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

- Customer focused
- Upbeat
- Authentic
- Smart
- Reliable
- Adaptable

About the business unit

Corporate Services is responsible for the financial, human resource, information, 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; Information Services; People and Culture; and Audit and Risk Management

Key focus areas of position

Reporting to the General Manager Corporate Services, the Chief Information Officer leads Lotterywest's Information Services section providing effective, reliable and user friendly technology for customers, retailers, staff and other stakeholders. The role has dual responsibilities, being:

a) Front Office - Developing, supporting and operating Lotterywest's core gaming system, networks, databases and infrastructure; and

b) Back Office - Developing and supporting Lotterywest's support technology services (business systems, office systems, security systems, websites, portals and applications).

This position requires working effectively with Lotterywest's internal and external customers and has the following key areas of focus:

- **Advice and guidance** - Based on expertise and experience, is pro-actively provided to address customer's needs.

- **Leadership** - A collaborative, agile and multi-disciplinary approach is fostered including support to maximise Lotterywest's digital transformation opportunities, data analytics and cloud environments.

- **Quality and conformance** – Appropriate technology related governance, testing and controls exist.

- **Relationship and engagement** – Robust and effective customer service arrangements are developed and key technology suppliers are effectively managed balancing cost, efficiencies and service quality.

- **Reporting** - Reporting obligations are met and relevant, timely reporting is provided to key stakeholders.

- **Security and risk management** – Gaming system integrity remains high, technology related risks are identified, managed and monitored and technology related incidents are responded to appropriately.

- **Service delivery and operation** – Availability and performance of services is optimised.

- **Skills and people management** – Appropriate technology skills exist, are developed and resources available to meet Lotterywest's business technology needs.

- **Strategy and planning** – Lotterywest's information systems, digital services and associated technology are contemporary, integrated, effective and aligned with the State government's technology agenda.

Key responsibilities

Advice and guidance

- Provide clear advice and guidance regarding Lotterywest's technology: strategy; roadmap; delivery model; methodologies; standards; controls and processes.

- Provide pro-active specialist technical advice on technology issues, trends and opportunities to address strategic business issues.

Leadership

- Provide leadership of the Information Services section.

- Demonstrate active collaboration and agile response across the business to optimise digital transformation opportunities, data analytics and cloud environments.

- Liaise with other public and private sector organisations about technology strategies, operations, trends and issues

Quality and conformance

- Develop a culture of quality and a system of processing and testing change to meet quality expectations.

- Project management disciplines are identified and followed and oversee the management and timely completion of all significant technology projects.

- Monitor and assess conformity with Lotterywest's technology policies, standards and obligations.

Relationship and engagement

- Foster a customer service culture for the delivery of technology services and the support of digital transformation opportunities.

- Maintain appropriate and effective relationships with Lotterywest's Board, ARMC, Executive or staff.

- Maintain an effective relationship with the State Government CIO function.

- Negotiate contracts and manage contracts with suppliers of critical technology products and services, including the gaming system, balancing cost, efficiencies and quality.

Reporting

- Monitor and regularly report critical technology matters to Lotterywest's Board, ARMC, Executive or staff.

- Monitor key section activities and submit timely reports to relevant stakeholders.

Security and risk management

- Lead compliance with the World Lottery Association's Security Control accreditation standards.

- Develop contingency mechanisms and contribute meaningfully to the resolution of technology incidents.

- Provide and test appropriate safeguards to protect and secure Lotterywest data sets, systems and processes from unintentional or malicious subversion or exposure.

Service delivery and operation

- Optimise system availability, integrity and capacity to meet customer needs.

- Design, develop, enhance, implement, maintain and operate the technology platforms, systems and infrastructure to meet business objectives.

- Plan, implement and review service provision and monitor performance of service level agreements.

- Manage expenditure of Information Services operating, project and capital budgets.

Skills and people management

- Provide coaching, mentoring and professional development of staff.

- Ensure relevant technology skills are current and available to respond to business technology needs.

- Monitor and manage Information Services human resource capacity to respond to agreed priorities.

Strategy and planning

- Contribute effectively to Lotterywest's strategic and business planning activities.

- Develop, review and implement Lotterywest's Technology Strategy.

- Maintain currency and research and identify emerging technology trends and opportunities relevant to Lotterywest.

- Co-ordinate the planning of service continuity, networks, solution architecture, data management and technology tools.

- Develop and maintain technology roadmap which is integrated and supportive of Lotterywest's strategic objectives and other business roadmaps.

Other

- Other duties as required or directed.

Mandatory/special role requirements

- Police clearance.

- Drivers Licence

- After hour work
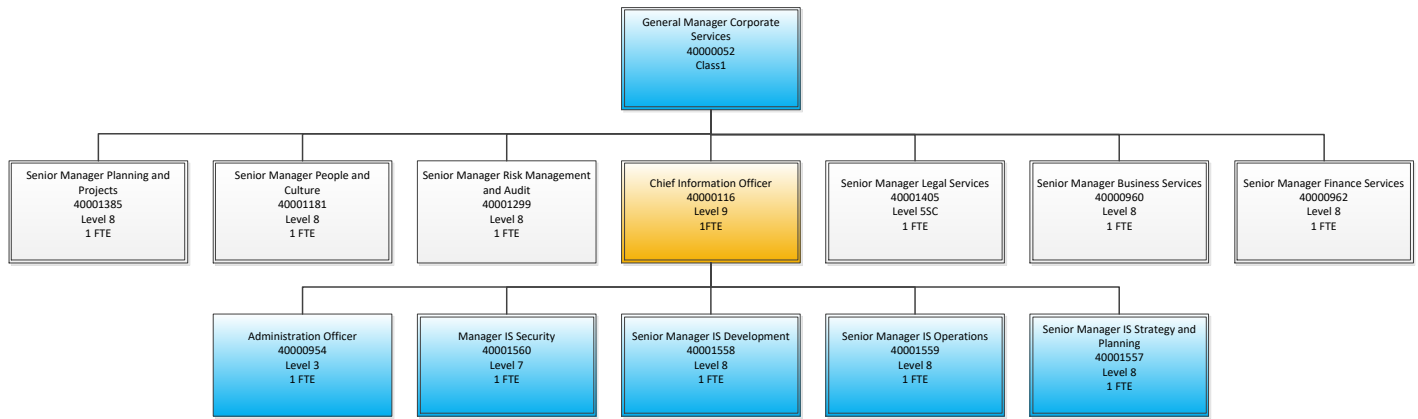
Required qualification

This role requires possession of a relevant tertiary qualification in Computer Science or Technology or similar relevant discipline.

Essential selection criteria

> ℹ️ *As outlined on page one (1), please address these essential selection criteria, within the context of the key responsibilities of the position, in a 2-3 page covering letter in addition to your CV.*

1. Shapes and manages strategy
2. Achieves results
3. Builds productive relationships
4. Exemplifies personal integrity and self-awareness
5. Communicates and influences effectively.

lotterywest

Reporting relationship

```
                          ┌─────────────────────────┐
                          │ General Manager Corporate│
                          │        Services          │
                          │        40000052          │
                          │         Class1           │
                          └─────────────────────────┘
```

| Senior Manager Planning and Projects 40001385 Level 8 1 FTE | Senior Manager People and Culture 40001181 Level 8 1 FTE | Senior Manager Risk Management and Audit 40001299 Level 8 1 FTE | Chief Information Officer 40000116 Level 9 1FTE | Senior Manager Legal Services 40001405 Level 5SC 1 FTE | Senior Manager Business Services 40000960 Level 8 1 FTE | Senior Manager Finance Services 40000962 Level 8 1 FTE |

| Administration Officer 40000954 Level 3 1 FTE | Manager IS Security 40001560 Level 7 1 FTE | Senior Manager IS Development 40001558 Level 8 1 FTE | Senior Manager IS Operations 40001559 Level 8 1 FTE | Senior Manager IS Strategy and Planning 40001557 Level 8 1 FTE |

Direct reports	Indirect reports
5	47

Why you should join us

We're a unique organisation and the work we do is diverse and rewarding. From the marketing of our games, the management of our gaming and information technology, through to working with community groups that receive our grants. Working with us gives you access to benefits including:

- A flexible working environment with the ability to negotiate working hours that suit you and Lotterywest.
- Learning and development opportunities to improve the way you work in your role.
- A variety of wellness activities such as health checks and exercise opportunities.
- A friendly place to work.

You can find our Head Office in Subiaco, close to public transport, a range of public parking options and great end of journey facilities if you're cycling, running or walking to work.

How do I apply?

As a State Government statutory authority we follow the Public Sector Commissioner's employment standards as set out in the Commissioner's Instructions. The below instructions will help you prepare and submit a strong job application that meets these requirements.

Step one: read the role statement

The role statement found on page two (2) to page six (6) of this Job application pack will outline the key responsibilities and skills needed for the position. If your skills match the skills needed then we'd love to receive your application! We'll use the role statement to assess your application and if you're successful, assess your performance once you're in the position.

Step two: prepare your application

Submit a comprehensive CV that highlights your talents and key achievements along with a 2-3 page covering letter that outlines the reasons for your interest in the role and shows your ability to meet the following five Senior Executive Service job requirements, within the context of this position:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively

Step three: submit your application

Take note of the date and time your job application needs to be submitted by and allow yourself plenty of time to finish it. We're not able to accept your application after the date and time included in the advertisement. When you're ready, please submit your application online through the Jobs.wa.gov.au website.

Step four: interviews

If our assessment finds you to be a suitable candidate, we'll invite you for an interview.

Step five: successful applicants

We'll let you know if you were successful or not as soon as we can. At the same time, we'll also let unsuccessful applicants know the outcome. We offer them the opportunity to seek feedback and if they wish they're able to pursue a Breach of Standards (BOS) review of the outcome.

They have four working days to lodge a BOS review. If no one submits a BOS review in this time, we'll let you know in writing that you're the 'successful applicant' and a new Lotterywest staff member!

Step six: unsuccessful applicants

If you're unsuccessful, we'll let you know in writing after the selection process is complete.

We'll also send you information about who to contact for feedback and how to seek a BOS review of the outcome, if you feel that your application wasn't treated in accordance with the best practice recruitment standards in step four.

You have four working days to apply for a review. A BOS review focuses on the recruitment process itself, not on the abilities of an applicant.

For more information about Lotterywest

If you have any questions about our recruitment process, please contact the People and Culture team on (08) 9488 6493 or peopleandculture@ lotterywest.wa.gov.au.