

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!

Manager Analysis and Insights

Level 7 \$119,725 - \$128,033 PSCSAA

Job vacancy number: 20/042

Full time – Permanent

Follow these important application instructions:

i *Please submit your application by 9.30am on Monday 27 July 2020. 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 cover letter of no more than 1500 words addressing the essential selection criteria which is outlined on page four (4).

For more information about the position please contact Glenn Jamieson, Senior Manager Analysis and Monitoring on 0438 142 414.

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

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

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.

In 2018, Healthway commenced integration with Lotterywest and shares a common CEO. The Healthway team is co-located with the Grants and Community Development Business unit in Lotterywest.

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

The Lotteries Business Unit comprises four (4) sections: Development & Assurance, Operations & Support, Marketing & Sales; and Analysis &

Monitoring. We develop, manage and operate our local and national games, our various channels [retail and digital], and we support and service our customers [retailers, players and the general public].

Key focus areas of position

Reporting to the Senior Manager Analysis and Monitoring, the Manager Analysis and Insights develops the business analytics, business reporting, data science and key metrics development functions. The role develops and implements strategies to convert internal and external data and information to knowledge and actionable insights that drive strategic and operational planning, maximise sales and returns to beneficiaries and increase organisational output. The role has the following key areas of focus:

- Business Analysis & Analytics
- Predictive & Prescriptive Modelling
- Data Qualification & Assurance
- Business Intelligence & Reporting
- Metric Development & Validation
- Communication & Visualisation
- Change & Integration Management
- Service Delivery

Key responsibilities

- Leads the development of systems, methodology and processes to convert data and information to actionable insights and organisational knowledge
- Evaluates and monitors the performance of offer (products & services) and market (channels, customers, competitors) strategies and activities in consultation with key stakeholders
- Leads the establishment of systems and methodologies to analyse, compare and predict product, service, customer and channel performance, and to identify, analyse and forecast trends
- Leads standard and experimental activities that frame and test assumptions, findings, complex scenarios and hypotheses in relation to the organisation’s product and service portfolio, marketing mix, strategic initiatives, strategic targets, and key processes
- Leads the transfer of knowledge and education of the organisation on current and new approaches to analysis, analytics, insights, information presentation and key metrics
- Makes strategic policy recommendations and decisions on internal and external data and information accuracy, relevance, collection, transformation, analysis, assurance and retention
- Leads the identification, establishment, benchmarking and continuous improvement of the organisation’s key metrics in relation to product, customer, service and channel performance
- Leads the quality, timely, effective and efficient delivery of analytical services to all internal and external customers and the promotion of a team culture driven by excellence
- Leads organisation wide change activities and an evidence-based, learning-oriented culture that promotes and ensures the timely sharing of accurate and meaningful evidence and insights
- Develops and manages effective relationships with all relevant internal and external stakeholders
- Undertakes other duties as required

Mandatory/special role requirements

- Police clearance.
- Pre-employment psychometric assessment

Required Qualification

Relevant data science or technical tertiary level qualification; or a minimum of 5 years’ experience in a similar senior role

Essential selection criteria

i *As outlined on page one (1), please address the essential selection criteria in a cover letter of no more than 1500 words and submit in addition to your CV.*

1. Demonstrated high-level experience in framing and structuring ambiguous problems to actionable analysis, effective strategies and execution plans
2. High-level experience in the development of product and service strategies as a result of identifying gaps or opportunities in enterprise offerings
3. High-level experience in identifying high-impact enterprise performance trends and emerging issues and developing effective strategies to address them
4. Demonstrated analytical, conceptual and problem-solving skills
5. Experience managing teams with a diverse range of responsibilities with a focus of fostering a culture of high performance
6. High-level experience developing and managing relationships with internal and external customers, business partners and stakeholders
7. Demonstrated high-level communication skills including the ability to build trust and influence organisational leaders

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 five (4) 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

Your job application should be formal. Look at the role statement for specific direction on what your application needs to include. Usually you'll need to include a cover letter that shows you have the skills and experience required to

perform the role, along with your curriculum vitae (CV or resume).

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.