

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!

Image Support Officer

Level 3 \$71,896 - \$77,717 PSCSAA

Job vacancy number: Pool Ref 20/066

Full time – Fixed term (6 months with possibility of extension or permanency)

Follow these important application instructions:

i Please submit your application by 9.30am on Thursday 1 October 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 Anina Bubek, Senior Retail Compliance Officer on 9488 6347.

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 twelve (12) 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 Compliance Officer, the Image Support Officer contributes to the coordination and administration of systems and processes to achieve optimum retail brand representation, and quality standards across a diverse retail network. The Image Support Officer role is responsible for assisting in the development of a proactive compliance program that ensures Lotterywest's retail image standards and specifications are being met. The role has the following key areas of focus:

- Outstanding customer experience
- Governance and compliance
- Customer relationship management
- Effective customer issues management
- Continuous service improvement
- Data analysis and reporting

Key responsibilities

- Contributes to the development, review and implementation of processes and work instructions to manage the compliance of retail image standards across the network
- Provides professional, effective and high quality services to customers and key stakeholders through multiple communication channels and technology systems
- Undertakes the evaluation, improvement and development of processes to support innovative, contemporary and customer focused service and support initiatives
- Escalates appropriately and effectively resolves issues affecting retailers and other stakeholders in line with Lotteries business processes and outcomes
- Contributes to the continuous improvement of the services of the team to both internal and external customers and stakeholders
- Maintains accurate and complete records of all customer interactions and transactions
- Identifies, analyses and reports on retailer issues and trends
- Undertakes the composing and distribution of a range of communications including:
 - Email responses to retailer enquiries
 - Scheduled online communications to engage retailers
- Develops positive and effective relationships with relevant internal and external stakeholders to support and improve quality service delivery
- Undertakes other duties as required

Mandatory/special role requirements

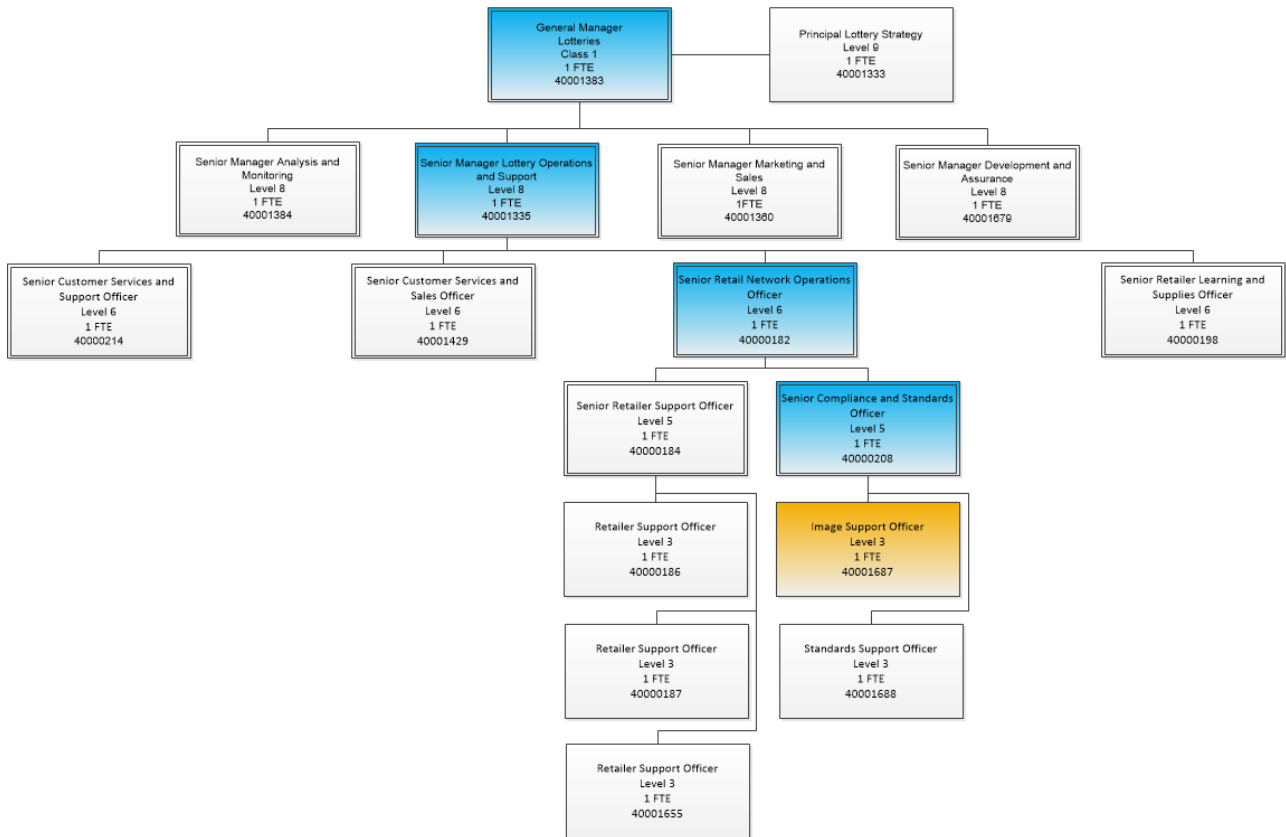
- Police clearance.

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 knowledge and experience in coordinating and administering systems and processes to achieve optimum retail brand representation and quality standards across a diverse retail network
2. Demonstrated experience in providing customer service and support to a diverse customer base across multiple channels
3. Demonstrated ability to work independently and make recommendations in the development, review and implementation of business processes and procedures
4. Good interpersonal and communication skills with the ability to develop and manage relationships with internal and external customers and work collaboratively to achieve business outcomes
5. Good data analysis and reporting skills

Reporting relationship



Direct reports	Indirect reports
0	0

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 (5) 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.