



## Role Statement

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|-----------------|--|------------------|----------------------|
| Position Title: | <b>Senior Program Manager – Digital Transformation Project (Temporary)</b> | Position Number: | <b>40001839</b>      |
| Salary & Level: | <b>Level 8 PSCSAA</b>  | Last Update:     | <b>December 2020</b> |

### The Organisation

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.

### About the Technology Services Business Unit

Technology Services is responsible for the information and technology related service and support functions critical to Lotterywest's Information technology operations across all areas of the business. In addition to the service and support role across the internal functions within Lotterywest, Information Services is also responsible for the overarching compliance, change management and technology partner services for the frontline business critical gaming and grant management systems.

The business unit currently comprises three streams being Planning, Build and Run functions, which will commence a transition to a more contemporary service and support model in the coming months.

### Key Focus Areas

Reporting to the Chief Information Officer, the Program Manager – Digital Transformation Project will work closely with the CIO and various teams across IT and Lotterywest to successfully launch, plan and coordinate activities of the Digital Transformation Project as directed by the CIO and Steering Committee. The role will manage a temporary team that will hold the additional transient skills and capabilities required to transition the current IS team capabilities and skills to the new Technology Services contemporary model.

The role has the following key focus areas:

- **Customer Service** – Fosters a culture of excellence in customer service
- **Project Management** – Strategic project management with a focus on effective program delivery that meets the objectives of Lotterywest's technology strategy and roadmap plans
- **Relationship Management** – Develops and maintains productive partnerships with business-critical service providers and key business stakeholders to deliver consistent, reliable, integrated and value for money services

### Key Responsibilities

#### Leadership

- The position is part of the IS leadership team and is expected to contribute to the achievement of an agile and responsive Digital Services organisation
- Works collaboratively with other leadership teams and stakeholders to achieve objectives

### **Digital Transformation and Stakeholder Management**

- Leads the development and execution of Lotterywest's Technology Strategy and Roadmap plans in conjunction with the IS Leadership team and Corporate Executive and in alignment with the West Australian ICT Strategy (Digital WA)
- Leads the change in IS culture and service delivery required to drive the transformation and the delivery of services, including the planning and oversight of transition to new technologies
- Effectively communicates the IS strategy to the leadership group and Corporate Executive in order to develop a strategic agenda and facilitate enhanced understanding and decision making
- Leads the development of detailed action and risk management plans to ensure that objectives are met within Lotterywest's accountability framework and timelines. This includes identifying, costing and acquiring resource requirements (human and financial) and ensuring the optimal management and utilisation of these resources
- Operates within the Lotterywest's Corporate Governance Framework, policies and procedures and ensures effective transparency and accountability of all program activity
- Works collaboratively with the IS leadership team and other relevant Lotterywest stakeholders to understand, identify, improve and develop business functions, processes and practices that align with the Digital Strategy and deliver benefits to the Lotterywest and its customers
- Negotiates with consultants, external agencies and all relevant stakeholders as required, ensuring that areas having an interest in, or which will be impacted by, the program are kept informed throughout the life of the program
- Administers the program budget, with financial accountability for program delivery
- Develops long-term relationships that result in trust, preferential treatment and long-term shared accountability for the success of Lotterywest's digital dependant business objectives

### **Performance Management**

- Manages the delivery of the program against agreed service level agreements (SLA's), and key performance indicators (KPI's)
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate
- Establishes mechanisms to ensure regular dialogue with stakeholders to promote problem solving and risk identification/resolution
- Identifies future technology opportunities to improve the effectiveness of the business, ensuring risks are minimised and managed, opportunities are effectively pursued, and value-for-money is increased
- Acts as primary escalation point when issues arise and manages any dispute or conflict
- Proactively engages and works collaboratively with stakeholders to develop practical solutions to specific problems and deliver business improvements
- Monitors the delivery of IS projects against a program of works to ensure alignment with the organisation's strategic objectives and the needs of stakeholders

### **Accountability and Quality Assurance**

- Provides a high level of customer service and sets expectations
- Ensures compliance with standards and frameworks for accountability and ensures documents and procedures are in line with standards and expectations
- Ensures compliance with corporate governance requirements
- Ensures delivery of services aligns with and follows the principles of the WA Office of Digital Government

### **Reporting**

- Provides high level advice and reporting on the performance and potential risks of the program, to the CIO, Program Steering Committee and other relevant stakeholders
- Provides timely status updates as required
- Undertakes project review to accurately capture project lessons learnt

### **Other**



- Other duties as required

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**Mandatory/Special Role Requirements**

Drivers Licence / Police Clearance / After- hours work / Security Clearance / Membership of relevant professional industry associations

**Essential Selection Criteria**

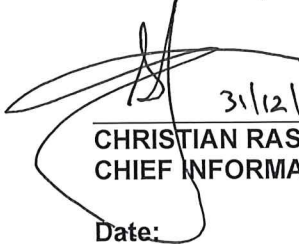
1. Demonstrated experience in business transformation practice, process, technology and strategy in a relevant area.
2. Demonstrated high level experience in managing and monitoring program performance, including the production of associated high level reporting.
3. High level conceptual, analytical and problem-solving skills.
4. Experience in complex procurement, contract and engagement management to ensure and drive accountability from the contracted service delivery, supply and innovation engagements.
5. Substantial experience and ability to deliver high level customer focussed application solutions and infrastructure services in a contemporary digital services ecosystem.
6. Demonstrated high level communication and interpersonal skills, with the ability to work collaboratively across internal and external stakeholders.

**Required Qualification**

This role requires possession of a relevant tertiary qualification and/or at least 5 years' experience managing a strategic project of a similar or greater size and complexity.

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**Authorised by:**



31/12/20

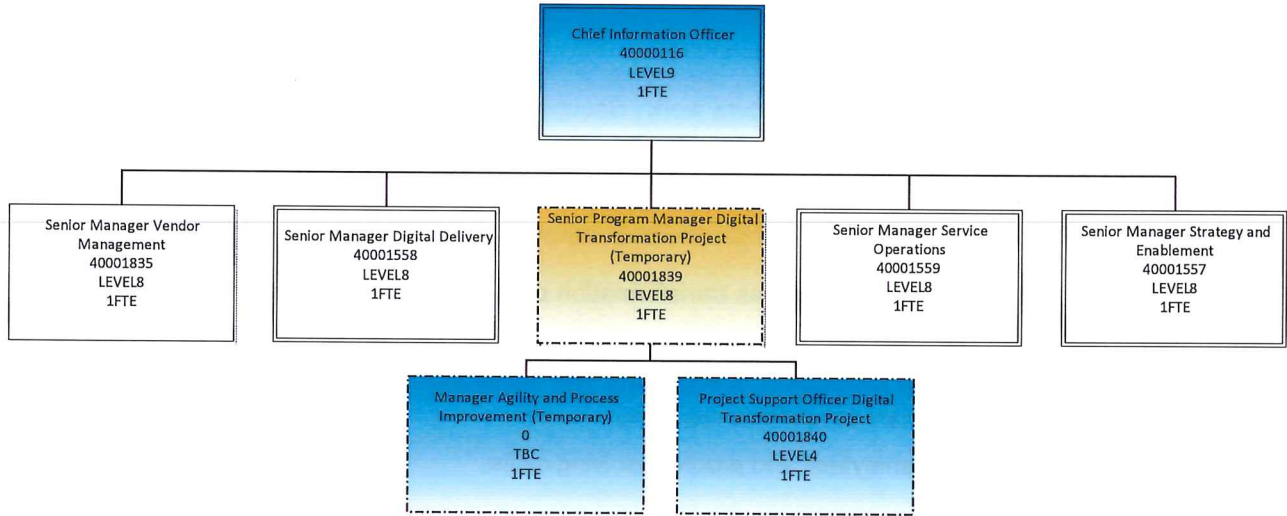
**CHRISTIAN RASMUSSEN  
CHIEF INFORMATION OFFICER**

**Date:**



# Role Statement

## Reporting Relationship



| Direct Reports | Indirect reports |
|----------------|------------------|
| 2              | 0                |