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!

Senior Program Manager – Digital Transformation Project (Temporary)

Level 8 $135,296 to $146,609 PSCSAA

Job vacancy number: 20/098

Full time–fixed term (12 months with the possibility of extension)
Due to the State election caretaker period, no appointment will be made until after the period has ended

Follow these important application instructions:

Please submit your application by 9.30am on Friday 5 February 2021. 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 6492.

Please submit your CV and a cover letter of no more than 1500 words addressing the essential selection criteria which is outlined on page five (5).

For more information about the position please contact Rachel Ashby, Senior Manager IS Strategy and Planning on (08) 9488 6184.

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

Information 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 of position

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 Digital 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

Mandatory/special role requirements

- Police clearance
- Drivers Licence
- After-hours work
- Security clearance
- Membership of relevant professional industry associations
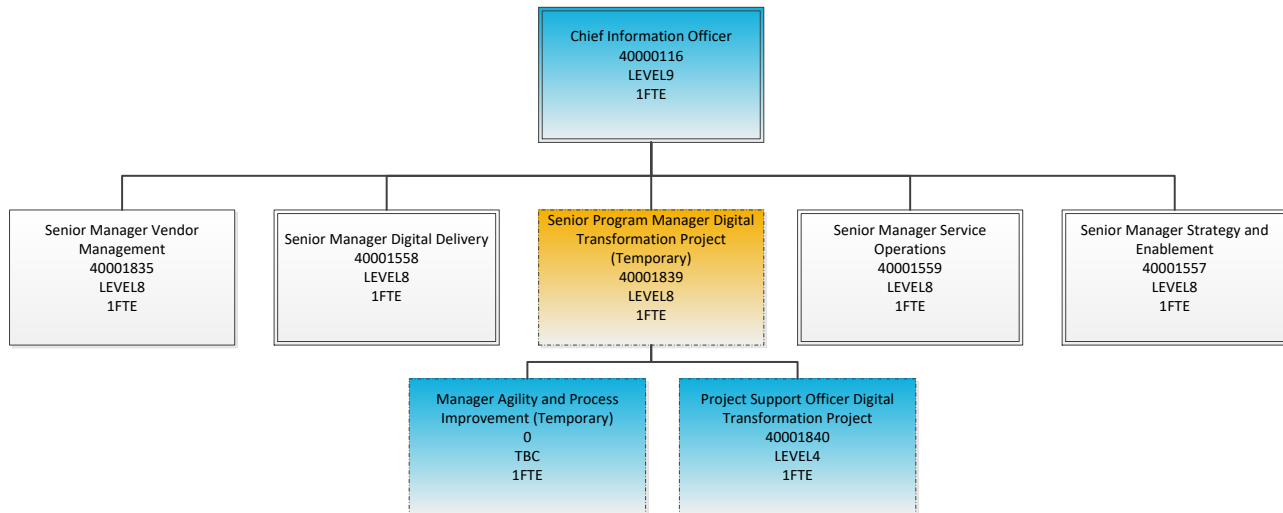
Essential selection criteria

> **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 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.

Reporting relationship

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                              │ Chief Information Officer│
                              │        40000116         │
                              │         LEVEL9          │
                              │          1FTE           │
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Senior Manager Vendor Management 40001835 LEVEL8 1FTE	Senior Manager Digital Delivery 40001558 LEVEL8 1FTE	Senior Program Manager Digital Transformation Project (Temporary) 40001839 LEVEL8 1FTE	Senior Manager Service Operations 40001559 LEVEL8 1FTE	Senior Manager Strategy and Enablement 40001557 LEVEL8 1FTE

Manager Agility and Process Improvement (Temporary) 0 TBC 1FTE	Project Support Officer Digital Transformation Project 40001840 LEVEL4 1FTE

Direct reports	Indirect reports
2	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 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

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 6492 or peopleandculture@ lotterywest.wa.gov.au.