



Role Statement

Position Title: **Project Support Officer – Digital Transformation Project (Temporary)** Position Number: **40001840**
Salary & Level: **Level 4 PSCSAA** Last Update: **December 2020**

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 Senior Program Manager – Digital Transformation Project, the Project Support Officer supports the Senior Program Manager with the coordination of a range of project support including project administration, collating information, editing and updating documents, producing reports and managing project documents and schedules.

The role has the following key focus areas:

- High level administrative and project support
- Information gathering, analysis and reporting
- Records management
- Excellent Customer Service

Key Responsibilities

- Provides a high level administrative and project support to the Senior Program Manager including maintaining confidentiality and security of sensitive or confidential matters
- Performs project administration such as collating information, editing and updating documents, producing reports and managing project documents and schedules
- Effectively plans and prioritises workload to manage multiple deadlines and meet timeframes
- Takes responsibility for the provision of support services to projects and uses project control solutions for planning, scheduling and tracking of projects
- Controls registers, project documents, records and schedules in accordance with Lotterywest standards including records management and applying appropriate standards, confidentiality and privacy.
- Contributes to issue resolution and escalation, research and analysis and monitoring activities

- Manages the Senior Program Manager's electronic diary and schedules meetings and activities on behalf of the Senior Program Manager
- Prepares and coordinates briefing notes, agenda's, minutes, action lists and any other supporting documents for meetings, and ensures they are distributed in a timely manner
- Develops and maintain various program reports and status updates as required
- Contributes to the development, compliance, implementation and continuous improvement of project management policies, procedures, templates and tools, and ensures adherence with project governance methodology, frameworks and standards across all projects.
- Other duties as required

Mandatory/Special Role Requirements

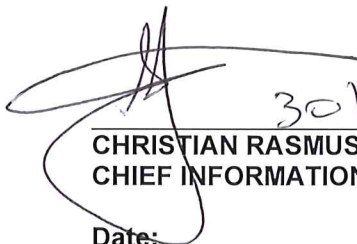
Police Clearance

Security Clearance

Essential Selection Criteria

1. Demonstrated experience working at a high level within a project and administrative support environment including the ability to meet the needs and objectives of the Digital Transformation Project within agreed timeframes and to set standards
2. Demonstrated ability to plan, prioritise and organise workloads in order to meet tight deadlines, in a pressure environment with competing demands, with the ability to deal with complex and confidential issues in a discreet manner
3. Sound verbal, written and interpersonal communication skills including the ability to liaise and relate effectively with stakeholders at all levels and in a variety of contexts
4. Proven ability to work autonomously but also as part of a team to achieve goals and objectives
5. Research skills with the ability to gather, collate and present information
6. Well-developed organisational skills, including the ability to deliver commitments within agreed priorities and timeframes

Authorised by:



30/12/20

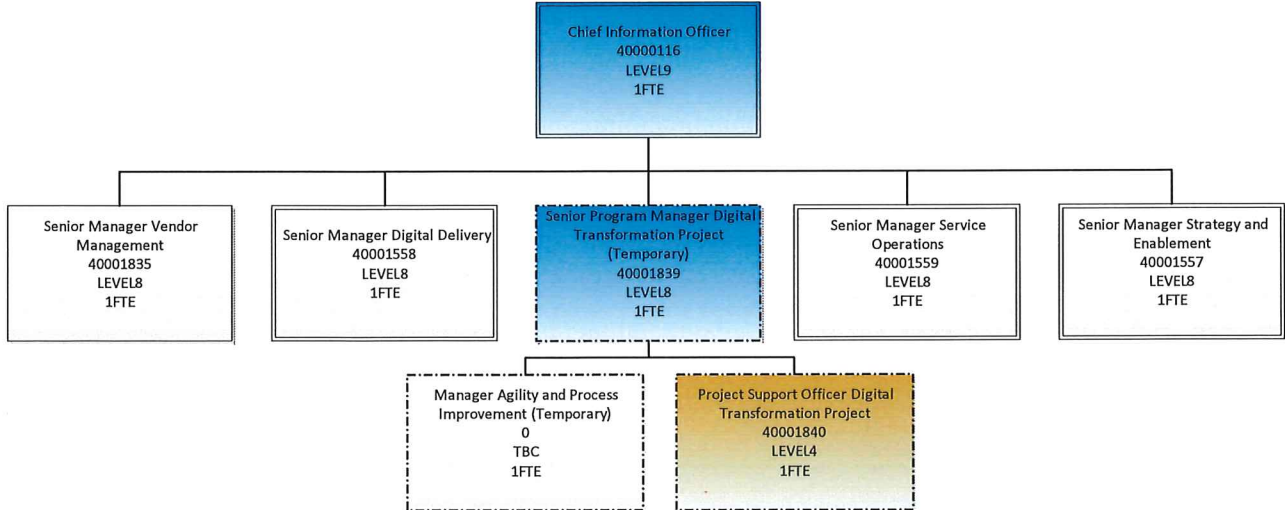
CHRISTIAN RASMUSSEN
CHIEF INFORMATION OFFICER

Date:



Role Statement

Reporting Relationship



Direct Reports	Indirect reports
0	0

