



Position Title: **Chief Information Officer (CIO)** Position Number: **40000116**
Salary & Level: **Level 9 PSCSAA 2019** Last Update: **April 2021**

The Organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to the Western Australians community through community and statutory grants.

Lotterywest has supported the Western Australian community for over eighty years. Its vision is to “build a better Western Australia together”.

About the Technology Services Business Unit

Technology Services is responsible for the technology services and support IT functions across all areas of the Lotterywest and Healthway businesses. The area is also responsible for the overarching compliance, change management and technology partner services for Lotterywest gaming and Lotterywest and Healthway grant management systems. In doing its work, the Technology Services team works collaboratively across the organisation to ensure technology business needs are met.

The business unit is undertaking transformation in the way it delivers services, consistent with the Board endorsed strategic direction. This is with the purpose to deliver an agile, scalable, responsive team and digital business operating model, including investment in cloud services, focused strategic vendor management and contemporary digital solutions to deliver on current and future business outcomes.

Key Focus Areas of Position

Reporting to the Chief Executive Officer and as a member of the Corporate Executive, the Chief Information Officer (CIO) leads the Technology Services team to deliver technology solutions, innovation and excellent ongoing service delivery. The role directly contributes to the organisation’s strategic direction by supporting business outcomes through technology.

The position is responsible to deliver up-to-date, secure, integrated, available, reliable, effective and user-friendly technology for Lotterywest and Healthway customers, retailers, staff and other stakeholders. Overseeing the development, support and operation of the Lotterywest gaming system, organisation networks and other infrastructure, including technology support services, websites, portals, systems and applications sit in the responsibility of this role.

This position has the following key areas of focus:

- **Leadership** - leads and works with others to develop the culture and operating framework that maximises Lotterywest’s digital performance and digital transformation opportunities.
- **Strategy and planning** – responsible for the Technology Roadmap and related strategic documents to meet Lotterywest’s business outcomes and requirements.
- **Relationship and engagement** – proactive collaboration with Corporate Executive members and others on digital opportunities, including vendor management and delivering Lotterywest technology services.
- **Advice and guidance** – strategic advice to ensure the Corporate Executive and Lotterywest Board can make confident decisions about existing and new technologies across Lotterywest.
- **Quality and conformance** – oversees, reviews and leads appropriate technology related governance, testing and ensures controls are in place and well-managed.
- **Reporting** – all required obligations are met, timely and appropriate.
- **Security and risk management** – system integrity remains high with technology related risks identified, managed and monitored and technology related incidents responded to appropriately.
- **Applications Development** – responsible for the relevant establishment, implementation and assurance and control frameworks in relation to the technologies and related approaches

- **Service delivery and operation** – technology expectations are met including maintenance of appropriate system support for a 24/7 technology service.
- **Skills and people management** – works collaboratively to plan for and deliver workforce development to ensure resources meet Lotterywest's business technology needs.

Key Responsibilities

Leadership

- Leads, collaborates with others and sets the direction for an agile and multi-disciplinary approach to optimise digital transformation opportunities, data analytics and cloud environments.
- Leads the Technology Services business unit and maximises Lotterywest's digital transformation opportunities through the Digital Strategy and Technology Roadmap and related strategic documents.
- Leads cultural change to drive the transformation and delivery of technology services.
- Represents Lotterywest in committees and working parties as required.

Strategy and planning

- Leads and drives technology strategy as required, including the Digital Strategy and Technology Roadmap
- Contributes to Lotterywest's strategic and planning activities as a member of Corporate Executive.
- Responsible to link with, drive and plan for contemporary, integrated, systems, services and technology informed by Government and other emerging technology and relevant strategy/developments.
- Chairs and leads Corporate Executive's ICT Governance sub-committee.

Relationship and engagement

- Foster a customer service culture for the delivery of technology and digital services.
- Develop and maintain effective working relationships, including with Lotterywest and Healthway's Board members as appropriate.
- Maintain an effective relationship with the State Government CIO function.
- Oversees vendor relationships and contracts with suppliers of critical technology products and services.
- Proactively collaborates with the Corporate Executive to identify digital technology opportunities.
- Strategic oversight of vendor relationships and effective customer service arrangements, balancing cost, efficiencies and service quality through proactive monitoring of outcomes.

Advice and guidance

- Provide clear advice and guidance on Lotterywest's technology approach: strategy; roadmap; delivery model; methodologies; standards; controls and processes.
- Delivers sound strategic advice to ensure the Corporate Executive and Lotterywest and Healthway Boards can make confident decisions about existing and new technologies.

Quality and conformance

- Leads the team to meet the quality expected in service delivery, governance, technology standards, system processing and testing.
- Oversee and ensure high level project management approaches are followed in technology projects, including timely completion.
- Leads, develops and oversees compliance to technology standards, policies and procedures to support the safe, secure effective use of contemporary, high quality technology.

Reporting

- Monitor and regularly report critical and other relevant technology matters to Lotterywest or Healthway's Board, Executive and/or staff.
- Responsible for and oversee regular dashboard reporting on relevant technology performance indicators.

Security and risk management

- Work with others to ensure compliance with the World Lottery Association's Security Control accreditation standards.
- Ensure contingency mechanisms are developed and contribute meaningfully to the resolution of technology incidents.
- Responsible for functions that sustain appropriate safeguards to protect and secure data sets, systems and processes from unintentional or malicious subversion or exposure.



Role Statement

Service delivery and operation

- Ensure optimisation of system availability, integrity and capacity to meet customer needs.
- Ensures the technology platforms, systems and infrastructure to meet business objectives.
- Oversight of strategic vendor management for quality services and appropriate monitoring of performance.
- Oversight of Technology Services' budget including operating, project and capital budgets.

Skills and people management

- Leads the business unit resources to drive contemporary technology solutions that meet business outcomes
- Provide coaching, mentoring and professional development of staff.
- Inputs and assists with workforce skills development in technology, including appropriate training.
- Strategically manage Technology Services human resource capacity to balance the need for developing an agile team with maintaining reliable, stable and efficient core technology functions.

Other

- Other duties as required or directed.

Mandatory/Special Role Requirements

Drivers Licence / Police Clearance / After hours work

Pre-employment psychometric assessment

Essential Selection Criteria

1. Shapes and manages strategy
2. Achieves results
3. Builds productive relationships
4. Exemplifies personal integrity and self-awareness
5. Communicates and influences effectively

Essential Qualification/s

1. This role requires possession of a relevant tertiary qualification in Computer Science or Information Technology or similar relevant discipline. Or a minimum of 10 years' experience in a similar level information technology leadership role.
2. Eligibility for membership to relevant professional bodies e.g. ISACA and Australian Computer Society.

Authorised by:

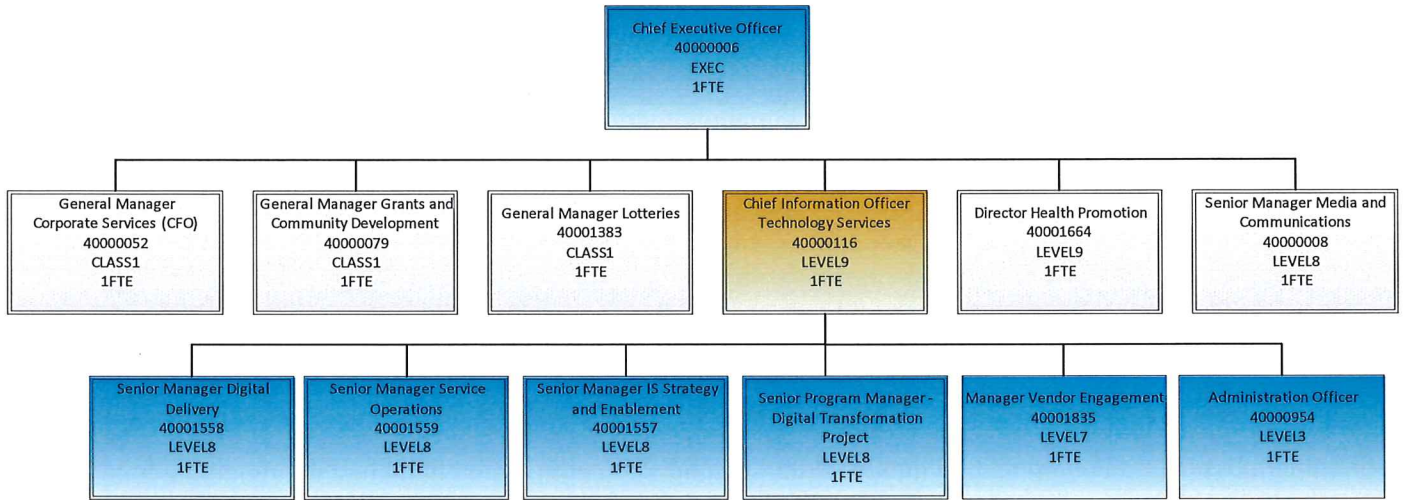
SUSAN HUNT, PSM
CHIEF EXECUTIVE OFFICER

Date: 15/4/21



Role Statement

Reporting Relationship



Direct Reports	Indirect reports
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