

# 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!

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## Chief Information Officer

Level 9 \$154,689 to \$166,015 PSCSAA

Job vacancy number: 21/023

Full time – permanent

### Follow these important application instructions:

**i** *Please submit your application by 9.30am on Wednesday 9 June 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](https://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 6228.*

*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 Susan Hunt, CEO on (08) 9488 6121.*

*To learn more about Lotterywest please visit [lotterywest.wa.gov.au](https://lotterywest.wa.gov.au).*

*Suitable applicants may be considered for future similar employment opportunities at Lotterywest during the next six months.*

## About Lotterywest

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to Western Australians through community and statutory grants. Lotterywest has supported the Western Australian community for over 80 years. Its vision is to 'build a better Western Australia together.'

Lotterywest is the employing agency for Healthway, which is the only state government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Healthway's vision is for a 'healthy and more active Western Australia.'

## 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

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.

#### **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**

- Police clearance.
- Drivers License
- After-hours Work
- Pre-employment psychometric testing

### Essential Qualification/s

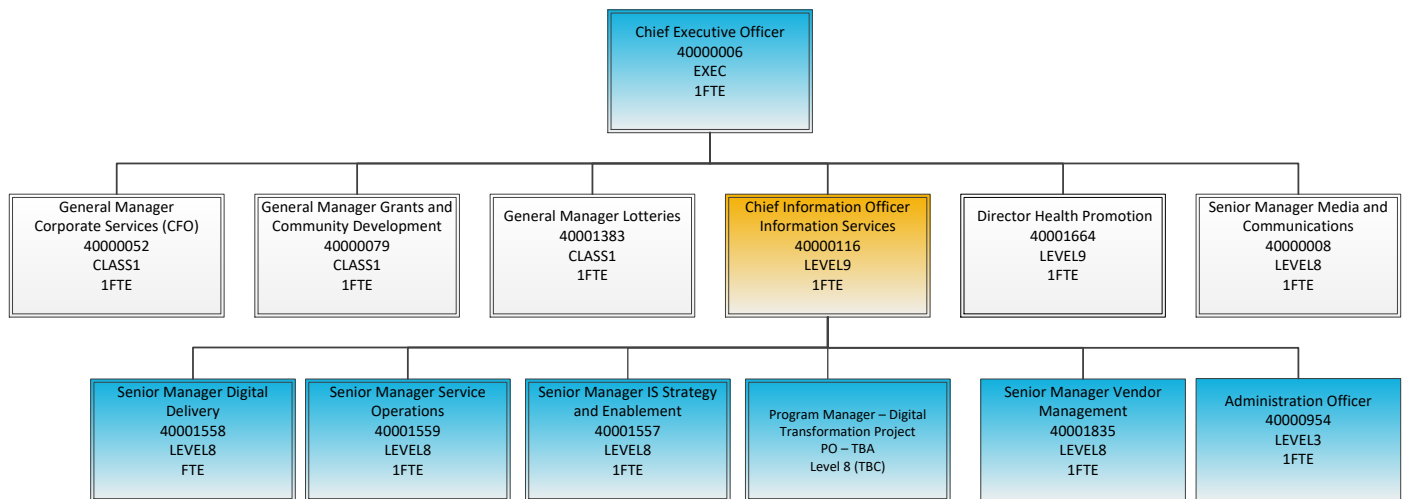
- This role requires possession of a relevant tertiary qualification in Computer Science or Information Technology or similar relevant discipline. Or a minimum of 10 years' experience in a similar level information technology leadership role.
- Eligibility for membership to relevant professional bodies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

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

Reporting relationship



Direct reports	Indirect reports
6	47

## 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](https://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 6228 or [humanresourceservices@lotterywest.wa.gov.au](mailto:humanresourceservices@lotterywest.wa.gov.au).