

Role Statement



Position title:	Manager Retail Support
Position number:	40002357
Salary and Level:	Level 6 PSCSAA 2022
Reports to:	Senior Manager Retail Projects (Level 7)
Direct reports:	Senior Retail Support Officer (Level 5)

The organisation

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 90 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.'

About the business unit

We exist to benefit our community by offering Western Australians an opportunity to dream safely and securely. We manage our local and national lotto games, our brands, sales channels, and service our customers by operating in a fast-paced collaborative environment that values creative problem solving, inclusiveness, authenticity, and adaptability. We put people before profit; we design for our customers; we believe our brand is bigger than us. We embrace uncertainty, we tackle things together and help each other grow.

Key focus areas of the position

Reporting to the Senior Manager Retail Projects, the Manager Retail Support is responsible for the management of retail support services. The role has the following key areas of focus:

- Retail Network Management
- Procurement & Contract Management
- Customer Relationship Management
- Continuous Service Improvement
- People and Resources

Key responsibilities

- Develops and manages the retail network operations in accordance with the retailer agreement.
- Leads the development and management of our retail network governance framework and its continuous improvement.

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- Manages the development and continuous improvement of processes, artefacts, tools and systems to deliver effective network operations and support for retailers.
 - Manages budget, planning, resource prioritisation, reporting, procurement, contractual, legislative, and risk management requirements for the retail network operations function.
 - Coordinates and collaborates with relevant teams to ensure the retailer network operations support function is aligned and integrated with other business processes and outcomes.
 - Develops and manages effective relationships with all relevant internal and external customers, industry stakeholders and business partners.
 - Manages and develops the Retail Support team with a focus on the quality, timely, effective and efficient delivery of relevant services and the promotion of a team culture driven by excellence.
 - Undertakes other duties as required.
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Mandatory and special role requirements

Drivers Licence/ Police Clearance

Essential selection criteria

1. Demonstrated experience in the development, implementation and management of a governance framework and associated retail support services for a large and diverse retail network.
2. Demonstrated experience managing the development, implementation and review of retail agreements and processes for a diverse external network.
3. Demonstrated experience in identifying, analysing, reporting and recommending business improvement opportunities relating to retail network operations.
4. Demonstrated ability to work collaboratively across teams in developing and managing complex business strategy, processes and resources to achieve business outcomes.
5. Excellent communication and interpersonal skills with the ability to develop and manage relationships with internal and external customers, business partners and stakeholders.
6. Demonstrated experience in leading, managing and developing a team and a proven record of fostering a culture of high performance.

Authorised by:



Jenny Cullen

Acting General Manager Lotteries

Date: 15 March 2024