

Role Statement



Position title:	Manager Retailer Learning and Services
Position number:	40002356
Salary and Level:	Level 6 PSCSAA 2022
Reports to:	Senior Manager Channel Development (Level 7)
Direct reports:	2 x Retailer Training Officer (Level 4) 2 x Retail Image Officer (Level 4)

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 Channel Development, the Manager Retailer Learning & Services is responsible for the operational management of our retailer learning and retail image functions. The role has the following key areas of focus:

- Retailer Learning and Development
- Retail Image services
- Procurement & Contract Management
- Customer Relationship Management
- Continuous Service Improvement

Key responsibilities

- Develops, manages and improves the delivery of our retailer learning and retail image functions.
- Manages the operation of our Learning Management System [LMS] and leads its continuous improvement and development roadmap.

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- Coordinates, develops and manages our retailer training needs analysis program for our diverse retail network.
- Oversees the ordering, stock-level management, storage and distribution of shop fit items to ensure compliant brand representation across our retail network.
- Collaborates and negotiates with stakeholders to design, pilot and implement new shop fit items.
- Collaborates and negotiates with stakeholders to deliver compliant and timely training for new and existing Lotterywest retailers and their staff.
- Collaborates and negotiates with stakeholders to deliver consistent, compliant and timely shopfit services for new and relocating Lotterywest retailers across the retail network.
- Manages budget, planning, resource prioritisation, reporting, procurement, contractual, legislative, and risk management requirements for the retailer learning and retail image functions.
- Identifies, plans, and manages the continuous improvement of processes, artefacts, tools and systems for the effective delivery of the retailer learning and retail image functions.
- Develops and maintains positive and effective relationships with all relevant internal and external stakeholders to support and improve quality service delivery and optimise business outcomes.
- Manages and develops the 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.

Mandatory and special role requirements

- Drivers Licence/ Police Clearance

Essential selection criteria

1. Demonstrated experience coordinating and managing efficient and effective retailer services across a diverse retail network.
2. Demonstrated experience with design, implementation, delivery and evaluation of training programs.
3. Demonstrated knowledge of and current experience in a range of contemporary learning, assessment strategies, delivery modes, and training systems.
4. Demonstrated experience identifying, analysing, reporting and recommending business improvement opportunities for a diverse and evolving retail network.
5. High level contract management experience with the ability to collaboratively negotiate achieve planned outcomes.
6. Demonstrated experience developing, managing and maintaining relationships with internal and external customers, business partners and stakeholders.
7. Demonstrated experience in leading, managing and developing a team and a proven record of fostering a culture of high performance.

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Authorised by:



Jenny Cullen
Acting General Manager Lotteries
Date: 15 March 2024