

# Role Statement



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<b>Position title:</b>	Senior Retailer Supplies Officer
<b>Position number:</b>	40002358
<b>Salary and Level:</b>	Level 3 PSCSAA 2022
<b>Reports to:</b>	Retailer Supplies Coordinator (Level 4)
<b>Direct reports:</b>	None

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## 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.

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## Key focus areas of the position

Reporting to the Retailer Supplies Coordinator, the Senior Retailer Supplies Officer contributes to the accurate and timely distribution of our products and consumable items to the retail network and effective operations of our Retail Distribution Centre. The role has the following key areas of focus:

- Quality, timely and efficient distribution services
- Stock management
- Analysis and reporting
- Service excellence
- Teamwork and leadership

## Key responsibilities

- Collaborates and consults with the Retailer Supplies Coordinator to provide leadership and coordination of the Retailer Supplies team with a focus on ensuring the accurate and on-time packaging, delivery and processing of products, point of sale materials, and other general stock items for our retailers.

## Role Statement

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- Collaborates with the Retailer Supplies Coordinator and the Marketing Operations team to develop and coordinate efficient and effective stock management processes, including allocation, distribution, recall, destruction and movement of stock to maximise product performance and mitigate business continuity risks.
- Analyses and reports on retailer and warehouse stock on hand and other relevant information for the effective management of our Retail Distribution Centre.
- Observes and undertakes regular reviews on key operational processes, work instructions and standards, for effective operation of the Retail Distribution Centre.
- Undertakes accurate and on-time packaging, distribution and processing of our products, point of sale merchandising materials and other general stock items for our retailers.
- Delivers high quality customer service to our retail network, suppliers, and other key stakeholders.
- Identifies issues or inconsistencies in processes or work instructions and collaborates with the Retailer Supplies Coordinator and relevant stakeholders, to ensure continuous improvement and implementation of fit-for-purpose operational processes.
- Develops and maintains relationships with internal stakeholders and business partners to support the effective operation of the Retail Distribution function.
- Undertakes other duties as required.

### Mandatory and special role requirements

- Drivers Licence/ Police Clearance
- Forklift license
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### Essential selection criteria

1. Demonstrated experience working in a distribution centre, warehouse or similar role.
2. Demonstrated understanding of and exposure to the development, review and implementation of business processes and procedures, for the effective management of distribution centre operations and mitigation of risks associated with manual handling tasks.
3. Demonstrated capability in identifying, analysing, reporting and recommending continuous improvement opportunities.
4. Demonstrated ability to work independently and coordinate a small team to work collaboratively with stakeholders to achieve business outcomes.
5. Well-developed interpersonal and communication skills with the ability to develop and manage relationships with internal and external customers, business partners and stakeholders.
6. Well-developed computer skills including word processing, spreadsheets and data processing.

### Authorised by:



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**Jenny Cullen**  
**General Manager Lotteries**

Date: 15 March 2024