Role Statement

Position title:	**Director Digital Delivery**
Position number:	**40001558**
Salary and Level:	**Level 8 PSCSAA 2024**
Reports to:	**Chief Information Officer (Level 9)**
Direct reports:	**Up to 4 FTE**

The organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to the Western Australian Community through discretionary and statutory grants. Lotterywest has supported the Western Australian community for over 90 years. Its vision for 'a hopeful, health, connected and sustainable community life for all Western Australians'.

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

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 the position

Reporting to the Chief Information Officer (CIO), the Director Digital Delivery leads our development and gaming teams in the efficient and effective provision of technology solutions to meet business requirements.

The role has a focus on business analysis and the effective deployment of resources to deliver solutions using an appropriate project management methodology to meet agreed timelines, quality standards and budgets.

Role Statement

The role has the following key focus areas:

- **Portfolio management** - actively resources and manages a defined, prioritised program of technology projects reflective of business priorities, risk appetite and technology services resource capacity

- **Resource management** - effective use of Technology Services' skillsets, and contracted resources where necessary, to achieve solution objectives within Lotterywest's defined Technology Road Map, technology policies, standards, and processes

- **Issues response** – responsive customer support and timely resolution of technology application issues

- **Technology solutions –** collaborates with architecture & other technology teams to support innovative, contemporary customer focused technology solutions that are sustainable and provide business benefit. Ensureing technology applications remain current and maintained and that legacy applications are appropriately retired in line with TS strategic vision and direction.

- **Vendor management** - effective oversight and management of technology application and service contracts. Build partnerships that realise the benefits external contractors can bring to Lotterywest

Key responsibilities

Strategy
- The position is part of the Technology Services (TS) leadership team and is expected to contribute to strategy, governance and cultural change within IS
- Participates in TS strategic planning reflecting deep understanding of Lotterywest's technology applications, data sets and capabilities
- Anticipates, evaluates and addresses risk associated with Lotterywest's technology applications in collaboration with architecture & other technology teams.
- Design and implement innovative governance process, plans, policies, activities and systems that align to best practice

Leadership
- Provides effective leadership and management of the Digital Delivery section
- Facilitates achievement of strategic business goals and objectives
- Fosters a culture of excellence in customer services
- Works with staff to identify and address their development needs, and shares knowledge and learnings with others
- Responds in a positive and flexible manner to change and uncertainty

Operational
- Provides a high level of customer service, with a customer centric model that delivers services, set expectations and engages the business customer
- Provision of continuity of service through effective, value for money service and supply contracts

Role Statement

- Effectively manages service and supply contracts with regular performance reviews and timely contract renewals
- Ensures plans are followed, measured and reported on to increase likelihood that solutions are delivered on time, within budget and to agreed quality parameters
- Undertakes performance analysis of technology applications
- Manages expenditure in line with assigned budgets
- Provision of technology application training to identified users

Reporting
- Monitors and reports on progress against Project Plans and Schedules of Works and provides regular assessments of project risks
- Monitors and reports on status of Lotterywest's technology applications, incidents and activities.
- Provides timely customer request status updates
- Assists with audit and risk compliance and reporting regarding TS operational systems and services

Stakeholder management
- Maintains appropriate and effective relationships with team members, other business units, service providers and staff
- Provides timely, collaborative, responsive and open engagement with stakeholders
- Seeks feedback from stakeholders to gauge satisfaction with the effectiveness of IS Development services

Other
- Other duties as required

Mandatory / special role requirements
- Drivers Licence
- Police Clearance
- After hours work as required

Essential selection criteria
1. Specialised knowledge and experience managing technology solutions both internally developed and in a SaaS model, within the field of gaming, lotteries or comparable industries

2. Demonstrated experience in working in an architecturally driven technology landscape and understanding of solution architecture.

3. High level experienced in software specifications, development, and deployment, software quality standards, change and configuration management

4. Demonstrated high level ability to work collaboratively across teams in developing and managing complex business strategy, processes and resources to achieve business outcomes

Role Statement

5. Demonstrated high level analytical, conceptual, planning and problem-solving skills

6. Demonstrated high level experience developing and managing relationships with internal and external customers, business partners and stakeholders

7. Demonstrated high level communication skills including the ability to build trust and influence organisational leaders

Required Qualification

This role requires possession of a relevant tertiary qualification and/or at least 7 years' experience managing a technology development or related function of a similar size and complexity.

Authorised by:

Mariela Millington
A/Chief Information Officer
Date: 5 September 2025

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