
Position title:	Training Lead
Position number:	40002540
Salary and Level:	Level 7 PSCSAA 2024
Reports to:	Change Lead
Direct reports:	2

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, healthy, 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 our project – Gaming System Replacement (GSR)

GSR is a Lotterywest key strategic initiative to replace our existing gaming platforms and associated services. This large-scale, multiyear project of work is essential to Lotterywest sustaining and enhancing its business for the next 15 years. This is a unique opportunity to be involved in a significant program that will drive change across people, processes, and technology.

As part of the GSR team you will be working on a complex transformation project with a broad, diverse, and talented team supported by our Corporate Executive and the Lotterywest Board. We are seeking experienced individuals to support the project over the phases of GSR procurement, GSR implementation and gaming system operationalisation across all affected areas.

Key focus areas of the position

Reporting to the Change Lead, the Training Lead is responsible for developing, managing and implementing the GSR training strategy, and overseeing the development and delivery of training packages for retailers and internal stakeholders impacted by the new Gaming System.

The role has the following key focus areas:

- Training Strategy Development and Analysis
- Workflow and process optimisation
- Oversee the design, development and implementation of multi-channel
- Stakeholder Engagement
- Team management and leadership
- Drive continuous improvement

Role Statement

training packages for both internal and external stakeholders

Key responsibilities

Training Strategy and Delivery

- Develops, manages and implements the training strategy which includes and considers processes, actions, risks, dependencies and relevant artefacts to support both internal and external training requirements.
- Oversees the design, development, and implementation of fit-for-purpose training packages that align with organisational standards, build workforce capability, and effectively meet the needs of diverse stakeholders
- Manages a small team of contractors / external training services providers and works with indirect reports to support the development of training content and supporting collateral.
- Conducts workflow and process analysis to identify impacts and opportunities for optimisation, ensuring a smooth transition.
- Proactively contributes to effectively support the implementation of relevant streams that support Retailer training, communications and resources.
- Supports the team to ensure efficient and effective flow of work using contemporary tools and practices.
- Assess, improve or adapt vendor training materials to inform fit for purpose learning packages.
- Develop high quality role-based learning needs assessments that leverage change impact assessments completed by the Change Management team, informing individual training plans.
- Performs analysis to identify recurring issues, blockers and wins and implements changes based on the findings.
- Facilitates and drives engagement activities with key stakeholders to enable continuous improvement.
- Manages, implements and supports the continuous improvement of processes, artefacts and tools for the effective delivery of training for the new gaming system.
- Tracks and monitors improvement activities to measure progress and impact.
- Provides specialist advice and support on operational training matters.

Stakeholder Engagement

- Leads engagement activities with BAU teams to seek endorsement for the recommended training delivery and roll out plan.
- Proactively engages, develops and maintains strong working relationships with internal and external stakeholders to ensure the successful delivery of the project.

Team Management and Leadership

- Manages the budget, planning, reporting, procurement, contractual, legislative, and risk management requirements for external training services.

Role Statement

- Manages, coaches and develops the team ensuring regular feedback, training and support is provided and there is a clear understanding of responsibilities and outcomes to be achieved.
 - Fosters a culture of collaboration, innovation and continuous improvement and ensures the team mindset, rhythm and approach reinforces and aligns to Lotterywest values, as well as the Public Sector Code of Ethics.
 - Proactively designs work, including roles and allocation of tasks, that champions an environment of psychosocial health and safety.
 - All GSR team members and partners are expected to operate with a 'one Lotterywest' approach, and model the organisation's values (responsible, empowered, working together, making a difference).
 - Performs other duties as required.
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Mandatory / special role requirements

- Police clearance.

Required Qualification

- Cert IV in Training and Assessment

Essential selection criteria

1. Extensive experience in leading training initiatives and developing and implementing training strategies within a technological environment.
2. Extensive experience with design, implementation, delivery and evaluation of training programs.
3. Highly developed stakeholder engagement and communication skills to facilitate clear and effective interactions with a broad range of internal and external stakeholders.
4. High level analytical, conceptual and problem-solving skills with experience conducting workflow and process analysis to inform improvements.
5. Proven experience in effectively leading, managing and developing teams and fostering a culture of collaboration and innovation.
6. Demonstrated experience in driving and implementing continuous improvement initiatives that contribute to the successful delivery of training outcomes.

Authorised by:



Ioannis Gerothanasis
Executive Director GSR

Date: 8 October 2025