

Role Statement



Position title:	Retailer Training Officer
Position number:	Generic
Salary and Level:	Level 4 PSCSAA 2024
Reports to:	Manager Retailer Learning (Level 6)
Direct reports:	None

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 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 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 Manager Retailer Learning, the Retailer Training Officer is responsible for all retailer related training, learning and professional development activities, associated systems and records management. This role has the following key areas of focus:

- Retailer learning and training
- Business development support
- Learning systems operation and management
- Knowledge transfer and capability development
- Continuous service improvement

Key responsibilities

- Designs and creates retailer training programs and associated instructional support materials for delivery via online and face-to-face environments
- Facilitates online and face-to-face retailer training programs and workshops

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- Researches, reviews and evaluates current retailer training initiatives and programs; and makes recommendations for future retailer training initiatives and programs
 - Contributes to the development and continuous improvement of relevant policies, processes and work instructions related to retailer training and the development of an effective and capable retailer network
 - Develops and maintains effective relationships with internal and external stakeholders and business partners with a focus on supporting our retail network
 - Collaborates with internal stakeholders to ensure retailer compliance with Lotterywest policies, processes and standards
 - Contributes to and supports onboarding and training of new retailers into the network via on-line and in-store initiatives in collaboration with Retail Operations team
 - Manages the data integrity of retailer information within the Learning Management System (LMS). Analyses retailer learning reports and feedback to make recommendations designed to improve and enhance the training and support provided to the retail network
 - Develops and maintains a retailer training needs analysis program for our retail network
 - Undertakes other duties as required
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Mandatory / special role requirements

- Police Clearance / Regional Travel / Current 'C' Class Drivers Licence

Essential selection criteria

1. Demonstrated experience in instructional design methodologies and adult learning principles
2. Demonstrated experience in the design, development and evaluation of high-quality contemporary training programs and support materials
3. Demonstrated experience in the design, application and management of training needs analysis frameworks and tools
4. Demonstrated communication and presentation skills with the ability to confidently communicate in a clear, concise and articulate manner, in both on-line and face-to-face environments
5. Demonstrated interpersonal skills and the ability to work collaboratively with internal and external stakeholders to achieve business outcomes
6. Sound organisational skills, together with the ability to plan and prioritise workloads to meet timeframes and deadlines.

Authorised by:



Luke Walker

A/General Manager Lotteries

Date: 16 September 2025