Position description

Title	**Reports to**
Digital Programme Manager	Head of Business Transformation Office
Division	**Department**
Transformation & Technology	Business Transformation Office
Location	**Last updated**
Auckland	10/07/2025

Our commitment as a Crown Entity

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Role purpose

As a key member of the Business Transformation Office, the Digital Programme Manager will ensure the successful delivery of improvement to the MyLotto channel in order to ensure growh and buisness targers are achieved. The incumbent will be responsible for overseeing a portfolio of of complex digital changes, ensuring coordination of change activties across the Digital Programme to allow for efficient and effective outcomes.

In order to achieve this, the Digital Programme Manager will be responsible for broader change planning across the digital portfolio, including resource management, budget management, portfolio planning, reporting and communications. This will require the incumbent to be across proposed and planned initiatives, project management and portfolio space and planning at a high level while also getting into the detail to make things happen when needed.

Identifying risks and opportunities across the entire delivery life cycle including release management and feeding these into the wider Lotto NZ portfolio management process will enable resources to be effective and appropriately allocated. This role is key to making core

decisions that build high performing teams, where people are excited and informed about the work they are undertaking.

This role will work closely across suppliers, architecture, UX, development & testing, deployment and operational teams to ensure changes deliver the agreed upon requirements and more importantly achieve the desired outcomes.

The role will also be involved in business troubleshooting and implementing agile practices, which includes collaborating and communicating with stakeholders including the Senior Leadership and Executive Teams and Board reporting where required, working with internal and external development teams to create appropriate software, providing direct feedback to teams, and using a quick and personal approach to solve business issues. The position will need to be flexible and adaptable to change to allow Lotto NZ to make the most of new opportunities and continue to move at a faster pace.

The Digital Programme Manager will need to work closely with the internal Digital Marketing and Technology teams, balancing successful delivery of new growth initiatives with ongoing maintenance activities to ensure secure, robust and reliable services for our customers. Where necessary, this includes identifying suitable third-party partners and then actively managing performance of those partners, ensuring successful outcomes.

What you will focus on

Planning and Delivery

- Plan complex work into logical work packages to enable their efficient and successful delivery.
- Develop and manage the quarterly portfolio delivery plan, which encompasses key development tasks, releases, resource management, budgets, risks and benefits realisation.
- Work with the appropriate vendors and LNZ teams and resources to ensure key partner releases are built into the portfolio plan to ensure efficient and effective delivery.
- Communicate the portfolio delivery schedule in a clear and effective manner including both written and verbal communications.
- Contribute to the completion of a business case for changes, as required.
- Manage the successful implementation of strategic cross functional projects involving
- technology and business change projects.
- Assist with the implementation of a continuous delivery approach and supporting tools at
- Lotto NZ.
- Facilitating and providing suggestions on how to improve the process.
- Implementation of suggested improvements to aid in efficient and effective delivery of
- business outcomes.
- Constant measurement and awareness of progress and obstacles.
- Provide motivation for team members to achieve outcomes.

Business Change Management

- Develop an approach to changes that will achieve the business outcomes and then work with internal business and technical teams as well as any external partners to make the necessary changes.
- Identify and work with stakeholders to ensure they actively participate in providing input.
- Identify and capture stakeholder needs and assumptions.
- Provide input into and assistance managing the product backlog.
- Ensure clear and succinct communication to all stakeholders regarding software releases.
- Associated software release risks are mitigated.

Leading Cross Functional Teams

- Lead cross-functional delivery and project teams.
- Mentor and coach others in project management.

- Demonstrate effective management and leadership of cross-functional teams for the assigned change activities.
- Adapt communication and management style as appropriate to most effectively manage the assigned change teams.

People management

- Develop individuals, set SMART goals, and manage performance against key objectives.
- Through proactive leadership, lead an engaged and high performing team including ensuring they have the understanding, skill, capability, and commitment necessary to achieve excellence.
- Develop and implement practices to increase team morale and encourage staff to stretch
- themselves.
- Be an effective leader and coach.
- Manage performance and behaviours consistent with the company culture.
- Celebrate successes, manage shortfalls and failures.

Other

- Any other duties as reasonably required by your manager or other key stakeholders.
- Ensure all company policies, procedures and guidelines are followed and adhered to.
- Take an active role in promoting and ensuring a safe and healthy workplace at Lotto NZ for yourself and others.
- Lotto NZ's purpose is to provide safe gaming that allows New Zealanders to play and win while contributing money back to New Zealand communities: Ensure that minimising the potential for harm from our games is a key consideration in all day-to-day activities and decision making, through adhering to all Lotto NZ responsible gaming processes and policies.
- Ensure the Lotto NZ Health and Safety policy is adhered to (including procedures in the Health and Safety Manual) and hazards, incidents and near misses are reported in the Health and Safety system in a timely manner.
- Comply with all Lotto NZ security policies and instructions, complete all required security awareness training and report any security incidents or concerns in a timely manner.

Your skills and experience

Technical skills	• Ability to lead, manage, and work within a team to develop and implement new products, channels, concepts, and technologies. • The proven ability to work across boundaries within all divisions of a business. • Ability to focus on goals and drive forward initiatives. • Ability to mentor and coach others in project management • tools and methodology. • Experience of delivery and collaboration tools, including JIRA & Confluence. • Excellent communication skills both written and oral
Experience	• A minimum of five years successful project, programme, and agile delivery experience in a technology / business change environment. • Proven experience leading multi-disciplinary project teams consisting of IT, Operations, Marketing, Sales, Finance, and external suppliers. • Proven experience using agile project management methodologies and practices in an enterprise environment. • Experience in delivering digital projects and products.
Qualifications	• A relevant tertiary qualification or equivalent work experience. • A relevant project and/or programme management and/or agile qualification (e.g., PMP, SRCUM) or equivalent work experience.

Authorities

People responsibilities:	2 People
Signature authority of:	As per DOA