Revenue Services | Lesotho

JOB PROFILE

1. JOB DESCRIPTION
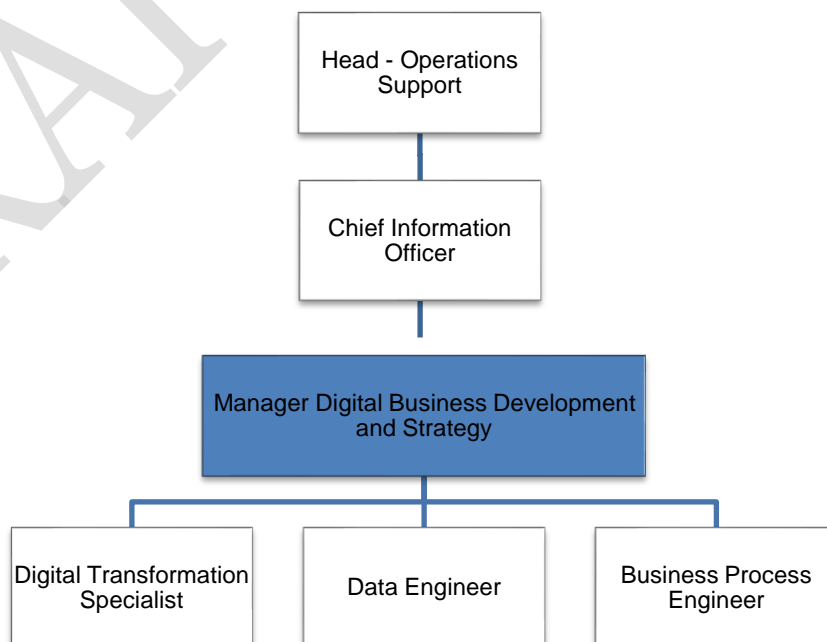
Job Title:	**Manager Digital Business Development and Strategy**
Work Location:	**RSL Head Office**
Division:	**Operations Support**
Grade:	**Last reviewed: May 2019**

2. JOB PURPOSE

To be responsible for LRA digital vision and transformation by continuously embracing new digital trends in the I&T environment in order to enhance client service delivery and digital business strategy

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above and one (1) level below

4. KEY RESPONSIBILITIES	
Key Performance Areas	**Duties and Responsibilities:**
Strategic Management	➢ Develop LRA's digital business strategy and roadmap and ensures its integration with the LRA strategy. ➢ Create a digital vision for the LRA, provide a single point of coordination and identify opportunities for differentiating digital capabilities and solutions ➢ Participate in and contribute to the development of the long term and short-term organizational strategies ➢ Align sectional plans with organization's strategies and initiatives to ensure they achieve intended outcomes ➢ Entrench a full understanding of, and therefore lead the Digital Business Development and Strategy Section in the 4DX framework in order to ensure effective execution of the strategic priorities. ➢ Develop and review operational plans for the section and ensure alignment and coordination with direction taken by the Department to facilitate implementation of the business plan ➢ Align sectional strategic initiatives with best product management practices to ensure they achieve intended outcomes
Leadership and Management	➢ Instill a service culture in Digital Business Development and Strategy (DBDS) Section through collaborative leadership ➢ Provide guidance and support to the direct reports in the implementation of Authority's operations in a manner that ensures achievement of the strategic outcomes. ➢ Advise, build and maintain relationships with other business unit leaders to develop a clear understanding of business needs and create synergies across the authority.

	➢ Develop, review and execute operational plans for the section, in line with departmental business plan
	➢ Lead implementation of mitigations and controls on strategic risks that impact on the sectional functions
	➢ Act as a focal point for communicating DBDS related issues within the department and collaborate with other teams and vendors on any related DBDS activities
	➢ Collaborate and communicate sectional plans with internal and external stakeholders in the implementation of sectional initiatives
	➢ Ensure effective delivery of DBDS services through the management and orchestration of people, products, providers and processes
	➢ Mentor and coach sectional team through setting performance targets, giving feedback and confronting limitations in performance and supporting staff to improve
	➢ Contribute towards the recruitment, retention and development of requisite talent within an DBDS business unit to build appropriate mix of business knowledge, technical skills and competencies
Digital Transformation and Innovation	➢ Champion the use of information and technology in business model design and all aspects of the business to create business success
	➢ Analyze business and operating models, market trends and the technology industry to determine their potential impact on the LRA's business strategy, direction and architecture.
	➢ Drive operational excellence and advice on the automation and/or elimination of manual processes and handoffs
	➢ Champion Business Process Innovation through application of process re-engineering techniques, tools and methods

Enterprise Architecture	- Prioritize and develop the overall Enterprise Architecture approach for the organization in collaboration with other Architects and communicate architectural direction. - Develop and oversee EA implementation plan based on business requirements and IT strategies. - Participate and contribute towards formulation of governance, assurance and standards to guide EA decision making - Oversee the documentation and maintenance of all architecture design and analysis work.
Data, Information and Knowledge Management	- Develop and lead implementation of the Knowledge and Information Management Framework. - Promote efficient management of information within the Authority by using policies and technology. - Facilitate creation of document templates and document metadata that allow content to be managed throughout its life cycle. - Develop and execute Business Intelligence strategy. - Drive the development and deployment of the LRA's data and analytics platform for digital business. - Organize and lead data management structures including relevant committees - Promote the value of LRA information assets and the analytics used to render insights for decision making and strategic/ tactical and operational reporting. - Manage contractors and service providers in line with agreed terms and conditions

Policies, Systems and Controls	➢ Participate in development and review of systems, policies and controls in accordance with the best practice and standards to enhance service delivery to clients ➢ Participate in the development of standards of performance and monitor their implementation of areas of work ➢
Reporting	➢ Provide monthly and quarterly reports on implementation of sectional initiatives for accountability and performance monitoring.

5. Work Conditions • National Travel • Electronic mail • Extended hours • Meetings/Workshops • Work from home

6. JOB SPECIFICATIONS

1. **Education** *(Minimum education level requirements)*

Qualifications	Bachelor's degree in Information Systems, Computer Science or related field

2. **Experience** *(minimum necessary experience required)*

5 years' experience in IT; 3 of which should be in a managerial or supervisory position.

3. **Training** *(essential training necessary in addition to the above experience to perform the job)*

   - ITIL Foundation
   - Strategy Development and Execution
   - Enterprise Architecture
   - Business Intelligence and Data Analytics
   - Digital Transformation / Innovation
   - Information and Knowledge Management
   - Business Process Reengineering - Six Sigma

4. **Middle Management Competencies**

   Collaborative Leadership: a leadership approach which emphasizes collaboration with, and therefore ownership by, staff and clients

   Agility: dynamic and a possibility-oriented thinking

   Service Culture: Prioritizing customer service in all business activities, decisions and everyday operations

   Innovation: ability to develop innovative solutions for business needs

   Accountable: taking ownership; holding oneself and others accountable for delivery; leading in action to resolve issues, open to feedback and critique

   Change leader: proactively identifying and driving change in their area; strong change manager

   Capability builder: driving talent development; proactively identifying capability gaps and develop strategies to address; good coach for their team

   Conflict Resolution: mediates and resolves issues within the team and between the team and other stakeholders

Strategic Thinker: ability to solve strategic problems that combine rational and convergent approaches with both innovation and a differentiated thought process

Business Acumen: keenness and quickness in understanding and dealing with a "business situation" (risks and opportunities) in a manner that is likely to lead to a good outcome

5. Professional Certification

Any relevant and recognized professional certification

6. Core Competencies

Behavioural Competencies
- Excellence in execution
- Agile & Innovative
- Analytical and critical thinking
- Influential
- Adaptability
- Assertiveness
- Team player

Functional Competencies (Technical)

- Enterprise integration
- Digital visualization
- Business Process Management

7. Values

- Assertiveness
- Boldness
- Diversity embracing
- Networked
- Service first
- We care
- Risk taking
- We are responsive

- ➢ Shared ownership
- ➢ Agility and flexibility with healthy change appetite
- ➢ Teamwork/ connectedness