Revenue Services
Lesotho

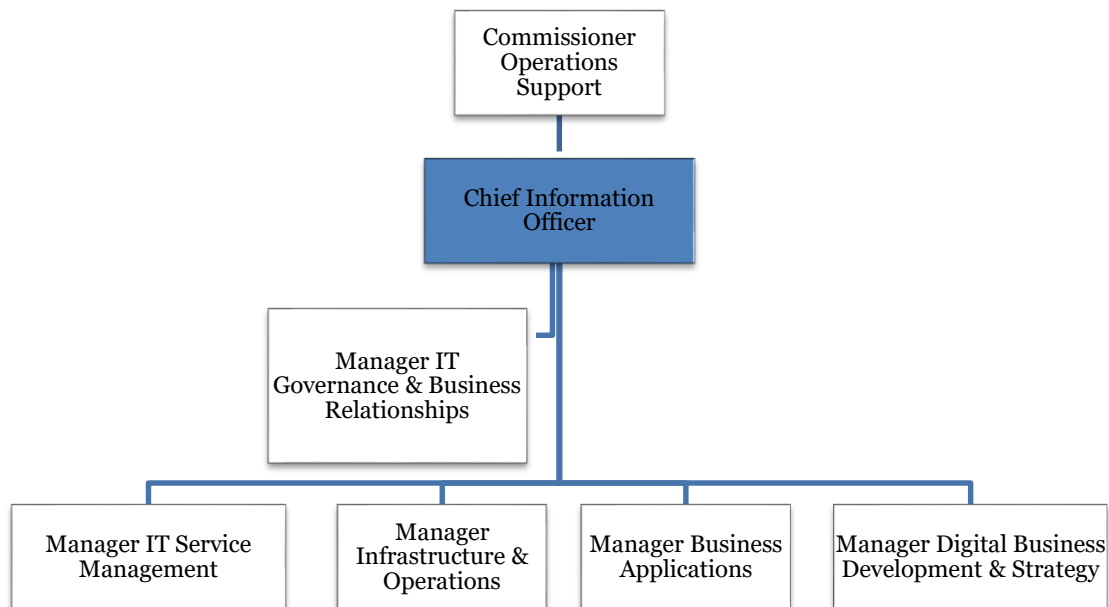# JOB PROFILE

1. JOB DESCRIPTION

Job Title:	**Chief Information Officer**
Work Location:	**RSL Head Office**
Division:	**Operations Support**
Paterson Grade: D5	**Last reviewed: September 2021**

2. JOB PURPOSE

To be responsible for RSL Information and Technology strategic direction and governance, by ensuring alignment of I&T function to business strategy and delivery of capabilities required to achieve business success.

3. ORGANISATIONAL STRUCTURE

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

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              Commissioner
              Operations
              Support
                  |
          Chief Information
              Officer
                  |
    ┌─────────────┼──────────────────────────────────┐
Manager IT        |
Governance & Business
Relationships
                  |
    ┌─────────────┼──────────────┬──────────────┐
Manager IT Service   Manager       Manager Business   Manager Digital Business
Management        Infrastructure &  Applications      Development & Strategy
                  Operations
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4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
Strategic Management	➢ Participate in and contribute to the development of the RSL, Divisional and Departmental long-term and short-term strategic direction. ➢ Advise the RSL on matters of strategic significance in relation to I&T, and on alternative responses to them. ➢ Set I&T strategic direction towards ensuring its integration with the organizational strategic planning process in collaboration with executive leadership and business partners. ➢ Provide oversight for I&T Governance & Business Relationships, I&T Incident and Problem Management, I&T Infrastructure & Operations, I&T Business Applications and Digital Business Development & Strategy. ➢ Develop a full understanding of, and therefore lead the I&T department in the 4DX framework in order to ensure effective execution of the strategic priorities. ➢ Lead the process of developing and implementing I&T Departmental plans to ensure alignment and coordination with the strategic direction taken by the entire organization. ➢ Ensure alignment of strategic Departmental initiatives with best program and project management practices to achieve strategic outcomes ➢ Identify and evaluate strategic risks that impact on the RSL and the I&T Department and ensure successful implementation of mitigating initiatives

	➢ Collaborate and communicate departmental strategies with other divisions and external stakeholders for exchange of information on implementation of initiatives
	➢ Ensure that the core values of the RSL are upheld by staff in order to create a value-driven culture.
Leadership and Management	➢ Maintain collaborative leadership within the I&T towards achievement of staff engagement and motivation
	➢ 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.
	➢ Provide oversight for management of contracts and relationships with strategic vendors and partners
	➢ Ensure cost-effective delivery of I&T services to meet business needs and be able to respond with agility to changing business priorities.
	➢ Oversee adequate safeguarding of RSL's information assets and implementation of requisite security and risk management practices.
	➢ Manage individual performance of direct reports through setting performance targets and undertaking regular assessments.
	➢ Collaborate with Human Capital Management (HCM) to continually look for leading-edge and innovative solutions to the recruitment, capacitation and retention of the IT workforce to achieve digital business objectives and ensuring the core I&T functions are reliable, stable and efficient.
	➢ Develop and control annual operating and capital expenditure budget for I&T to ensure it is consistent with

	overall strategic objectives of the Authority and is within plan.
	➤ Collaborate with Supply Chain management in the development of IT sourcing strategy.
	➤ Participate in the development of data management policies and processes through appointment of business and operational data stewards and account for Critical Data Element by specifying business requirements on data and data quality
IT Governance and Information Security Management	➤ Facilitate an information security governance structure through the implementation of a hierarchical governance program.
	➤ Oversee development, implementation and monitoring of strategic and comprehensive information security program to ensure appropriate levels of confidentiality, integrity, availability, safety, privacy and recovery of information assets owned, controlled or/and processed by the organization.
Policies, Systems and Controls	➤ Lead the development of IT policies, processes and procedures in order to meet business needs.
	➤ Serve on appropriate corporate committees
	➤ Oversee the development of corporate technology standards, governance processes and performance metrics to ensure IT delivers value to the enterprise.
Reporting	➤ Provide monthly and quarterly reports on implementation of I&T strategy and departmental initiatives for accountability and performance monitoring.
	➤ Provide regular reporting on the current status of the information security program to enterprise risk teams, senior business leaders and the board of directors as part

	of a strategic enterprise risk management program, thus supporting business outcomes.

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5. Work Conditions

- International/National Travel
- Electronic mail
- Extended hours
- Meetings/Conferences

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Qualification	Master's Degree in Computer Science/Information Systems/Technology Management OR Bachelor's Degree in Computer Science/Information Systems

2. Experience *(minimum necessary experience required)*

Master's Degree	Five (5) years' work experience, 3 of which must be in senior management position
Degree	Seven years (7) years' work experience, 5 of which must be in senior management position

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

- Strategic Leadership and Management Development
- Service Excellence
- Strategic Risk Management
- Total Quality Management
- Change Management

4. Senior 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 every day 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 *(Added Advantage)*

6. Core Competencies

Behavioural Competencies

- ➢ Visionary & strategic Leadership
- ➢ Excellence in execution
- ➢ Agile Innovation
- ➢ Judgment & decision making
- ➢ Behaviour change and persuasion
- ➢ Analytical ability
- ➢ Ethical
- ➢ Ambassadorship

Functional Competencies (Technical)

- ➢ Data Analytics
- ➢ IT Governance
- ➢ IT Service Management
- ➢ Digital Transformation and modernization
- ➢ IT security management
- ➢ IT project management
- ➢ IT operations
- ➢ Enterprise Architecture

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