



**Revenue
Services
Lesotho**

Career Opportunities within the Revenue Services Lesotho

The Revenue Services Lesotho was established by an Act of Parliament in 2001 and became operational in 2003. The purpose of our existence is to **Positively impact Basotho’s livelihoods** by investing in our people and technology. The RSL has therefore put in place a three-year strategy for 2024 – 2027 themed “**Lesokoana**”.

Improved Employee experience, Value-driven Processes, Digitalization and Combined Assurance are our strategic pillars building up to the real RSL value. We are therefore known as one of the most professionally exciting and challenging employers in Lesotho.

The RSL is searching for experienced, passionate, energetic, and resilient Lesotho Citizens to occupy the positions below. The positions provide excellent career opportunities for suitable candidates who can make a difference to the dynamic RSL Team through remarkable leadership and contribution towards revenue services in Lesotho.

POSITION	SUMMARY OF PURPOSE	QUALIFICATIONS & EXPERIENCE
<p>1. Governance & Compliance Officer (1)</p>	<p>To build good governance, compliance to laws, policies, contractual obligations and control environment through provision of effective governance and compliance technical support.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Develop, review and monitor policy development guidelines and RSL governance framework and provide governance technical support for development of internal policies, charters, terms of references and service level agreements. ➤ Draft and implement the RSL governance roadmap to reach the desired maturity level. ➤ Develop and implement governance annual plan. ➤ Develop, review and monitor implementation of Compliance management policy, compliance procedure manual framework. ➤ Facilitate compliance risk assessment sessions in line with the RSL Enterprise Wide Risk Management framework 	<p>Bachelor’s Degree in Commerce/Risk Management/ LLB / Business Administration</p> <p style="text-align: center;">Plus</p> <p>Three (3) years’ relevant experience in Enterprise Risk or Business Continuity / Compliance Management / Corporate Governance / Corporate Secretary</p>

<p>2. Public Relations & Communications Officer (1)</p>	<p>Responsible for provision of consistent communication and management of events through building and maintaining mutual relationships with the media aimed at enhancing brand image.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Implement Media Relations strategy intended to foster mutually beneficial relationships and maintain media contact list. ➤ Coordinate media events that include news conferences, media briefings, exhibitions and media tours. ➤ Organize and implement RSL corporate events to promote the brand to enhance the organization's profile. ➤ Produce and moderate content for external publications, social media and websites to enhance communication with stakeholders. ➤ Coordinate roll-out of publicity and information campaigns to support client education and improve voluntary compliance. 	<p>Bachelor's Degree in Public Relations/ Communications / Marketing Plus</p> <p>Three (3) years' experience in Public Relations, Communications, Stakeholder Management or equivalent</p> <p style="text-align: center;">OR</p> <p>Diploma in Public Relations/ Communications/ Marketing Plus</p> <p>Five (5) years' experience in Public Relations, Communications, Stakeholder Management or equivalent</p>
<p>3. Change Management Consultant (1)</p>	<p>Responsible for providing change management support to the execution of strategic priorities and projects through proactive stakeholder engagement and communication aimed at bringing organizational effectiveness and mitigating resistance.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Lead development of and monitor change management plans for effective delivery and sustenance of change initiatives. ➤ Build capacity of RSL Change Agents to instill and drive change in their respective operations. ➤ Facilitate focus group discussions on specific initiatives for identification of any emerging issues that need attention and resolution. ➤ Collect and gather data/information using research, surveys, meetings, focus groups on change and reorganization impact. ➤ Collaborate with Change Agents to provide support to staff and management during and post change implementation. 	<p>Bachelor's Degree in Human Resource Management / Change Management / Organizational Development or related. Plus</p> <p>Three (3) years' relevant work experience in Human Resource Management field or Change Management environment.</p>

<p>4. Manager Marketing (1)</p>	<p>Responsible for implementation of marketing strategies through application and management of behavioral science led and innovative marketing techniques aimed at building respected and recognized RSL brand.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Plan and execute a marketing strategy for the organization and for new and existing products or services to achieve strategic goals and objectives. ➤ Oversee the design of data collection tools and market research. ➤ Collaborate with other Divisional management to agree on marketing goals and align marketing strategies to achieve overall organizational goals and objectives. ➤ Collaborate with Stakeholder Management and Public Relations (SPPR) to negotiate with media agencies and secure agreements on the production of promotional materials. ➤ Coordinate, monitor and evaluate RSL marketing projects. 	<p>Postgraduate Qualification in Marketing or any relevant qualification</p> <p style="text-align: center;">Plus</p> <p>Three (3) years' relevant work experience, 2 of which must be in a management /supervisory role.</p> <p style="text-align: center;">OR</p> <p>Degree in Marketing or any relevant qualification</p> <p style="text-align: center;">Plus</p> <p>Five (5) years' relevant work experience, 3 of which must be in the management / supervisory role.</p>
<p>5. Researcher Revenue Analysis & Forecasting (1)</p>	<p>Responsible for timely and accurate analysis and forecasting of revenue performance through implementation of analysis tools in order to inform decision-making on revenue performance.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Undertake research, report on findings and make recommendations for management action on identified macro-economic and fiscal assignments. ➤ Produce RSL's submission and contribution to the National Budget Speech. ➤ Produce working papers, briefing papers and reports on various analytical and economic assignments to inform management and other stakeholders on the prevailing macro – economic issues. ➤ Provide technical support in the SACU revenue sharing, multilateral negotiations and relevant SADC initiatives. ➤ Provide inputs to National Working Group (MWG), Macro Economic Working Group (MWG), SACU and SADC technical working groups. Generate revenue forecasts using relevant economic methodology to produce operational targets. 	<p>Degree in Economics, Statistics, Accounting or related field</p> <p style="text-align: center;">Plus</p> <p>Three (3) years' relevant experience in Revenue Analysis and Forecasting or related field</p>

	<ul style="list-style-type: none"> ➤ Collect statistical information on economic indicators to ensure proper planning of activities. 	
<p>6. IT Auditor (1)</p>	<p>Responsible for provision of value adding recommendations through consultancy and assurance to the RSL Management through auditing of systems and processes aimed at ensuring adequate and efficient risk management, properly controlled and governed IT environment.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Participate in the development of IT annual plan after an entity wide risk assessment have been conducted. ➤ Inform audit client management about the IT control risk assessment report for appropriate action. ➤ Determine and document tests of controls to be performed in order to achieve Internal Audit objectives. ➤ Determine characteristics and the size of population to be tested in order to get relevant and sufficient evidence which is representative of the population. ➤ Perform tests of controls on selected samples to determine the efficiency and effectiveness of the controls. ➤ Document audit findings in the required report format in conformity with RSL Internal Audit Methodology in order to achieve effective dissemination of audit results. 	<p>Degree in Computer Science, Information Technology or Information Systems</p> <p style="text-align: center;">Plus</p> <p>Five (5) years of demonstrable and progressive work experience in Internal Audit Environment</p>
<p>7. Talent Acquisition Officer (1)</p>	<p>Responsible for providing talent acquisition services through undertaking recruitment, selection, placement and retention of talent aimed at achieving competent and motivated staff</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Participate in the development of manpower plan to meet operational requirements. ➤ Undertake resourcing of staff to ensure that recruited staff addresses Organisational needs. ➤ Conduct employment interviews for selection of suitable candidates in collaboration with Business Partners and line management, using selection criteria. 	<p>Bachelor’s Degree in Human Resources Management /Industrial Psychology or related field</p> <p style="text-align: center;">Plus</p> <p>Three (3) years’ experience in a recruitment and selection field</p>

	<ul style="list-style-type: none"> ➤ Analyse data in terms of staff numbers, skills and competencies to facilitate human resources planning. ➤ Design interview questions that reflect each position's requirements to plan and prepare for the selection process and the conduct of psychological assessment where necessary. 	
<p>8. HCM Business Partner (2)</p>	<p>Responsible for providing value-added HCM services through establishing and maintaining strong partnerships with Business with the aim to achieve high organizational performance.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Partner with the Business Units' Heads to support and execute the relevant and appropriate HCM agenda and People Strategy. ➤ Represent HCM at business level through advising on the HCM agenda by ensuring that HR Policies, procedures and process are implemented by line management. ➤ Deliver seamless HCM portfolio services to business including performance management, resourcing, organizational design and capability, learning and development, change management, talent management, staff wellness, employee relations, graduate management, coaching and mentoring etc ➤ Support the culture of high performance through optimum delivery of the Organizational Performance Management system and consistent guidance to line managers on the implementation thereof. 	<p>Postgraduate Qualification in Human Resources Management/Industrial Psychology or Business Administration or related discipline Plus</p> <p>Three (3) years' experience in Human Resources Management or Business Administration or related field OR</p> <p>Degree in Human Resources Management/Industrial Psychology or Business Administration or related discipline Plus</p> <p>Five (5) years' experience in Human Resources Management or Business Administration or related field</p>
<p>9. Digital Content Designer & Marketing Officer (1)</p>	<p>Responsible for creation of multimedia and graphics digital assets for the E-Learning Department through use of software, effective website management and development of graphics to produce an on-brand and eye-catching online content that align with the RSL Academy's strategic objectives.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Design, develop, record, edit, and upload e-learning training content including handouts, checklists, manuals, tests/quizzes, 	<p>Bachelor's Degree in Graphics Design/ Digital Business Management/ Creative Advertising and Web Design/ Library and Information Science or related field Plus</p> <p>Three (3) years' experience in Graphic Design/ Digital Business Management/ Creative Advertising and Web design/ Library and Information Science or related field. OR</p> <p>Diploma in Graphics Design/ Digital Business Management/ Creative Advertising and Web Design/ Library and Information Science or related field</p>

	<p>presentations, scripts, video, audio, etc in collaboration with E-Learning Instructors.</p> <ul style="list-style-type: none"> ➤ Build and test aesthetic, functional and user-friendly website, implement and ensure website security and data protection. ➤ Design advertisements, brochures, magazines, prospectus, and Academy reports. ➤ Promote and market the academy through a variety of social media channels. ➤ Develop, promote and maintain creative solutions for Academy knowledge management processes. 	<p style="text-align: center;">Plus</p> <p>Five (5) years' experience in Graphic Design/ Digital Business Management/ Creative Advertising and Web Design/ Library and Information Science or related field.</p>
<p>10. Instructor Data Analytics & E-Learning Administrator (1)</p>	<p>Responsible for training delivery on data analytics and provision of technical support on the Learning Management System (LMS) aimed at enhancing e-learning and data analytics capabilities within the RSL.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Collaborate with Data Analytics Centre of Excellence for the development of training programs that align with the organisations' data analytics goals and objectives. ➤ Design and develop Data Analytics training materials and resources and deliver training on Data Analytics techniques, methodologies and tools to address identified needs. ➤ Communicate with training institutions and relevant international bodies on emerging data analytics trends and tools for integration into training programs ➤ Keep abreast with the current innovation in the L & D sector regarding the use of e-learning technologies. ➤ Works closely with other Instructors and Content Designer & Marketing Specialist for uploading of courses/modules on E-learning platform. ➤ Provide front line support for learners in the usage of LMS Platforms. 	<p>Postgraduate Qualification in Data Analytics/Data Science/Computer Science/Mathematics/Information Systems or related field</p> <p style="text-align: center;">Plus</p> <p>Three (3) years' experience in the application of Data Analytics/Data Science/Computer Science / Mathematics/ Information Systems or related field, one (1) of which must be in training delivery/facilitation.</p> <p style="text-align: center;">OR</p> <p>Degree in Data Analytics/Data Science/Computer Science/Mathematics/Information Systems or related field.</p> <p style="text-align: center;">Plus</p> <p>Five (5) years' experience in the application of Data Analytics/ Data Science /Computer Science/Mathematics/Information Systems or related field, 2 of which must be in training delivery/facilitation.</p> <p>Background in LMS administration will be added advantage</p>

<p>11. Manager Supply Chain Management (1)</p>	<p>Responsible for provision of Supply Chain Services through effective management of the supply chain management process aimed at attaining value for money and quality control.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Establish and develop best practice procurement for management of goods and services. ➤ Manage Sourcing and engagement of reliable suppliers and vendors. ➤ Negotiate with suppliers and vendors to secure advantageous terms for procurement services for the organization. ➤ Develop key relationships with business stakeholders and strategic supply partners to improve business. ➤ Identify cost reduction opportunities to achieve financial goals. ➤ Lead the tendering process to ensure that RSL gets value for money. 	<p>Postgraduate Qualification in Supply Chain Management /Business Administration/Public Administration/ BCom Accounting or related field</p> <p style="text-align: center;">Plus</p> <p>Three (3) years' relevant work experience within a public procurement environment, 2 of which must be at a management/supervisory level.</p> <p style="text-align: center;">OR</p> <p>Degree in Supply Chain Management/Business Administration/ Public administration/ Bcom Accounting or related field.</p> <p style="text-align: center;">Plus</p> <p>Five (5) years' relevant work experience within a public procurement environment, 2 of which must be at a management/supervisory level.</p>
<p>12. Manager Audit (1)</p>	<p>Responsible for improving compliance culture and revenue performance and reducing cost of collection through effective management of risk based audit (Tax and PCA).</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ➤ Supervise audits and approve preliminary reports in line with set standards. ➤ Review and analyze cases referred from Compliance Risk Management unit to inform prioritization and allocation. ➤ Develop risk assessment criteria/methodology to identify key non-compliant sectors for selection of audit cases. ➤ Lead complex audit or any other cases allocated 	<p>Post-Graduate Degree in Accounting /Auditing/ Taxation</p> <p style="text-align: center;">Plus</p> <p>Three (3) years' relevant work experience, 2 years of which must be in a management /supervisory role.</p> <p style="text-align: center;">OR</p> <p>Bachelor's Degree in Accounting /Auditing/ Taxation</p> <p style="text-align: center;">Plus</p> <p>Five (5) years' relevant work experience 3 years of which must be in a management/ supervisory role.</p>
<p>13. Manager Business Applications (1)</p>	<p>Responsible for developing, documenting, implementing and maintaining a comprehensive business application strategy to ensure that RSL business operations are optimized through</p>	<p>Bachelor's Degree in Computer Science/ Management Information Systems or related field.</p> <p style="text-align: center;">Plus</p>

effective software solutions for a digitally driven Revenue Services.

Key Responsibilities:

- Manage the development of all systems and applications specifications, processes, designs, source code, modules, packages and required integrations between the systems and applications.
- Monitor and report on the progress of applications development projects and address hindrances, problems and unforeseen events in a timely manner.
- Develop and oversee implementation of Application Architecture implementation plan based on Business Architecture and IT strategies.
- Participate and contribute towards formulation of governance, assurance and standards to guide Application Architecture decision making.
- Conduct analysis to identify trends in Application Architecture and apply them in the applications development.

Five (5) years' experience of demonstrable and progressive work experience and strong knowledge of Business Application Development and Application Architecture; three (3) of which must be in a managerial or supervisory role.

How to apply: Interested candidates who meet the above criteria should submit **Application Forms found on the RSL website** via email, indicating the name of the position they apply for in the 'Subject' area. Applications should be addressed to **Head Human Capital Management, Revenue Services Lesotho** and sent to the following email address; rslrecruitment@idmbls.ac.ls

Please note that hard copy applications and applications not in prescribed forms will not be accepted. The deadline for applications is on Friday, 23rd February 2024. **Incomplete or late applications will not be considered.**

For a detailed job description for this position, visit our website at: www.rsl.org.ls/opportunities/job_profiles