



Revenue Services
Lesotho

Exciting Career Opportunity at the Revenue Services Lesotho (RSL)

RE-ADVERTISEMENT: COMMISSIONER OPERATIONS SUPPORT

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 2024-2027 themed **“Lesokoana”**.

Improved employee experience, value-driven processes, digitalization, and combined assurance are strategic pillars building up to real RSL value. The RSL has become 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 position of **Commissioner Operations Support**. This position reports to the Commissioner General and provides 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.

1. Purpose of the Job

To provide strategic direction to the Operations Support Division and ensure primary support to RSL core processes in order to make it easy and attractive in delivering value to the external and internal clients.

2. Key Responsibilities: Strategic Leadership

- ❖ Oversee operations of the Operations Support Division and the development, implementation, performance monitoring and evaluation of Divisional strategies, plans and procedures for effectiveness and efficiency of all functions.
- ❖ Set and clarify goals for the achievement of strategic and operational objectives and ensure commitment and accountability for agreed results.
- ❖ Mentor and coach direct reports through setting performance targets, giving feedback and confronting limitations in performance and supporting staff to improve.
- ❖ Lead the development of talent within the Division through identification of performance and capability gaps and putting in place measures to close them.

- ❖ Identify, plan for and drive change in the Division and ensure alignment with change management plan of the organization.
- ❖ Oversee the processes of allocation of Divisional resources and internal processes to respond to service requirements.
- ❖ Communicate Divisional strategies with other Divisions and liaise with external stakeholders for exchange of information and soliciting support for implementation of initiatives.
- ❖ Collaborate with colleagues within management to ensure achievement of organizational strategic priorities.
- ❖ Uphold the core values of the RSL within the Division in order to create a value driven culture.

Operations Support:

- ❖ Develop policies and strategies that support RSL end to end processes.
- ❖ Design interventions that ensure a responsive and efficient support services to internal clients.

Strategic Management:

- ❖ To effectively and efficiently exercise delegated legal powers in order to administer and implement the provisions of the Revenue Laws, and advise Commissioner General on the need for review of the same laws.
- ❖ Participate in and contribute to the development and execution of the RSL strategy.
- ❖ Lead the process of developing and implementing annual Divisional Plans to ensure alignment and coordination with the organizational strategy.
- ❖ Ensure alignment of Divisional strategic initiatives with best program and project management practices to achieve strategic outcomes.
- ❖ Maintain collaborative leadership within the Division towards achievement of staff engagement, motivation and therefore high level of buy-in in Divisional and organizational priority initiatives.
- ❖ Identify, measure and mitigate strategic risks that may impact on Divisional plans.
- ❖ Develop a full understanding of, and therefore lead the Division in the Objectives & Key Results (OKR) framework in order to ensure effective execution of strategic priorities.

Policy, Systems and Controls:

- ❖ Participate and contribute in preparation of tax and customs policy proposals that support the fiscal strategies of the Government of Lesotho.
- ❖ Develop efficient systems and procedures to monitor Divisional performance indicators in all areas and take timely corrective measures in order to ensure effectiveness of the Division.

- ❖ Identify areas which require policy development and lead the process of development of operational policies, procedures and frameworks.

Reporting:

- ❖ Produce Divisional reports on implementation of Divisional initiatives for accountability and performance monitoring.
- ❖ Develop reporting standards to ensure uniformity and consistency in reporting.

3. Core Competencies: Behavioural and Technical

- ❖ Interpersonal Skills
- ❖ Business acumen
- ❖ Strategic agility
- ❖ Lead from the front
- ❖ Good communicator and negotiator
- ❖ Judgment and decision making

4. Qualification and Experience

- ❖ Master's Degree in Economics/Financial Management /Taxation/Law/Information Technology/MBA or equivalent. Seven (7) years relevant work experience, five (5) of which must be at senior management level.
- ❖ Degree in Economics/Financial Management /Business Administration / Taxation/Law/Information Technology or equivalent. Ten (10) years relevant work experience, seven (7) of which must be at senior management level.

5. Professional Certification

- ❖ Any related and recognized professional certification.

6. Essential Additional Training Required

- ❖ Leadership and Management Development
- ❖ Tax and Customs legislation
- ❖ Customer Care
- ❖ Service excellence
- ❖ Strategic Management

7. Professional Background Required

- ❖ Experience in management of diverse teams and consensus building
- ❖ Demonstrated experience in instilling a service culture.
- ❖ Proven experience developing innovative solutions for business needs
- ❖ Demonstrated ability in thinking outside of the box.
- ❖ Very good knowledge and experience in applying tax and customs industry standards and best practices.

8. Technical and Functional Competencies

- ❖ **Driving for results** – a strong commitment to make service performance improvements and a determination to achieve positive service outcome for clients.
- ❖ **Collaborative leadership** – ability to bring appropriate people together in constructive ways, to create authentic visions and strategies for addressing shared concerns through inclusive decision making.
- ❖ **Customer centric** – ability to create a positive client experience at a point of service.

9. Remuneration Package

The RSL offers attractive competitive market related remuneration package and incentives, commensurate with the demanding requirements of the role.

8. How to Apply:

If you are a qualifying candidate and capable for strategic leadership level role, you should send an application letter, a detailed CV, names of two referees and certified copies of educational certificates and transcripts addressed to:

The Commissioner General
Revenue Services Lesotho
Ground Floor Finance House Building
Government Office Complex
Kingsway
Maseru 100

Application submission details: gerard@iggleconsulting.com on or before close of business on Thursday, 8th August 2024.

Enquiries may be directed to Mr. Mofolo on (+266) 62207874 / +266 5716 6770

Disclaimers:

- ❖ *Applications received after the closing date will not be considered.*
- ❖ *Correspondence will be directed to short-listed candidates only.*
- ❖ *Selection interviews for short-listed candidates will be at a date, time and place determined by RSL.*
- ❖ *Short-listed candidates will be required to authenticate information provided in the CV.*
- ❖ *RSL reserves the right to leave an advertised position unfilled if no suitable candidate is identified.*
- ❖ *The employment of successful candidate is subject to 'fit and proper' clearance.*

