



JOB PROFILE

1. JOB DESCRIPTION

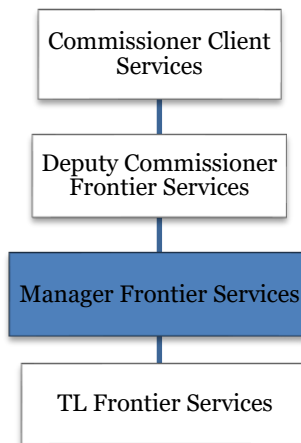
Job Title:	Manager Frontier Services
Work Location:	Maseru Bridge
Division:	Client Services
Paterson Grade:	Last reviewed: September 2021

2. JOB PURPOSE

Responsible for border management, through effective implementation of customs processes and stakeholder engagements aimed at maximising revenue collection, increasing clients' satisfaction, improving voluntary compliance and improving social protection.

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:

LEADERSHIP AND MANAGEMENT

- Participate in and contribute to the development of long-term and short-term organizational strategies
- Instill a service culture in Frontier through collaborative leadership.
- Align sectional plans with organization's strategies and initiatives to ensure they achieve intended outcomes
- 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 Frontier Services related issues within the department and collaborate with other stakeholders on any related RSL activities
- Collaborate and communicate sectional plans with internal and external stakeholders in the implementation of sectional initiatives
- Deliver Frontier services through the effective 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
- Entrench a full understanding of, and therefore lead the Frontier in the 4DX framework in order to ensure effective execution of the strategic priorities.

	<ul style="list-style-type: none"> ➤ Contribute towards the recruitment, retention and development of requisite talent within Frontier to build appropriate mix of business knowledge, technical skills and competencies ➤ Plan, manage and control resources within the unit for efficient and effective operations in the unit.
BORDER MANAGEMENT	<ul style="list-style-type: none"> ➤ Collaborate with Partner Agencies for joint interventions and or controls on prohibitions and restrictions in line with procedures, policies, agreements and obligations. ➤ Implement control procedures for safekeeping of detained goods at the Frontier Offices. ➤ Identify and evaluate strategic risks that impact on the RSL and the unit and implement mitigating initiatives for smooth operations on the unit. ➤ Lead the implementation and adherence to all financial controls and procedures for revenue collection and reporting in the unit for maximum accountability. ➤ Resolve escalated complex queries and refer to relevant departments to address.
POLICIES, SYSTEMS & CONTROLS	<ul style="list-style-type: none"> ➤ Develop, review and implement systems, procedures and policies to encourage voluntary compliance and promote service culture.
REPORTING	<ul style="list-style-type: none"> ➤ Provide monthly and quarterly reports on implementation of departmental initiatives for accountability and performance monitoring.

5. Work Conditions

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

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Degree	Law/Auditing/Taxation/Business Management/Administration/ Economics or Accounting
Post Graduate	Law/Auditing/Taxation/Business Management/Administration/ Economics or Accounting

2. Experience *(minimum necessary experience required)*

Degree	Five (5) years relevant experience in tax administration & tax compliance management three (3) of which must be in a managerial /supervisory position
Post Graduate	Three (3) years' relevant experience in tax administration & tax compliance management two (2) of which must be in a managerial /supervisory position

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

- Leadership and Management Development Program
- Diplomacy
- Communication Skills
- RSL Tax policies and procedures
- Basic Customs & Tax legislation
- RSL systems

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

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 (*an added advantage*)

6. Core Competencies

Behavioral Competencies

- proactive
- Communication and interpersonal skills
- Analytical thinking
- Time management
- Integrity

Functional Competencies (Technical)

- Social Protection
- Trade Facilitation
- Trade Data Management
- Customs & Tax laws
- Business Acumen
- Interpret other subsidiary import & export laws
- Business Acumen
- Data Analytics

7. Values

- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy