



**Revenue Services**  
Lesotho

## **JOB PROFILE**

### **1. JOB DESCRIPTION**

<b>Job Title:</b>	<b>Senior Officer Strategic Partnerships</b>
<b>Work Location:</b>	<b>RSL Head Office</b>
<b>Division:</b>	<b>CG's Office</b>
<b>Paterson Grade: C3</b>	<b>Last reviewed: April 2024</b>

### **2. JOB PURPOSE**

Responsible for coordination and maintenance of strategic partnerships and networks through effective execution of strategic partnerships strategies and programs aimed at enhancing stakeholder collaboration and trust.

### **3. ORGANISATIONAL STRUCTURE**

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



#### 4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
<b>Strategic Partnership Coordination</b>	<ul style="list-style-type: none"><li>➤ Coordinate establishment of strategic partnerships with stakeholders for mutual understanding of both parties' needs and requirements.</li><li>➤ Maintain relationships by implementing agreed strategies, frameworks and programs and keeping effective communication channels.</li><li>➤ Implement a stakeholder management framework and strategy and supporting processes and structures for the RSL.</li><li>➤ Facilitate strategic engagement forums and make follow ups for participation and implementation of the resolutions/agreements.</li><li>➤ Develop, implement and evaluate the effectiveness of the strategic partnerships, strategies and plans and recommend appropriate interventions.</li><li>➤ Communicate and liaise with strategic partners using appropriate methods to facilitate sustainable relationships.</li><li>➤ Keep abreast with legislation and guidance relevant to the partnership and policy agenda.</li><li>➤ Communicate with divisions to profile and identify potential strategic partners to be engaged by the RSL and update the database continuously.</li><li>➤ Coordinate strategic partnership meetings for development and review of RSL MOUs and safekeep the agreed documents.</li></ul>

<b>International Coordination</b>	<ul style="list-style-type: none"> <li>➤ Maintain international relations of the RSL by facilitating events and meetings between the Revenue Service and other international organizations.</li> <li>➤ Coordinate participation of the RSL in the international forums/ mission and study tours</li> <li>➤ Facilitate contact and communication regarding international relations and protocol issues.</li> <li>➤ Facilitate payment of International Subscription Fee.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>➤ Provide monthly and quarterly reports on implementation of unit initiatives for accountability and performance monitoring.</li> </ul>

<b>5. Work Conditions</b>
<ul style="list-style-type: none"> <li>➤ Travelling</li> <li>➤ Electronic mail</li> <li>➤ Extended hours</li> <li>➤ Meetings/Conferences</li> <li>➤ Indoor work</li> </ul>

## 6. JOB SPECIFICATIONS

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

<b>Qualifications</b>	Bachelor's Degree in International Relations /Stakeholder Management /Public Relations/Communications or any related Social Science Degree
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### 2. Experience *(minimum necessary experience required)*

<b>Degree</b>	Three (3) years' work experience in stakeholder management, preferably in a Public or International Organisation, two (2) of which must be experience working with International Stakeholders
<b>Any related Social Science Degree</b>	Five (5) years' work experience in stakeholder management, preferably in a Public or International Organisation, three (3) of which must be experience working with International Stakeholders

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

- Basic taxation and Customs
- Advanced computer skills
- Advanced language (English) courses
- Stakeholder Management
- International Relations
- Diplomacy and etiquette
- Communication Skills Course
- Minutes Taking Course
- Service Excellence

### 4. Generic Competencies

**Team Player:** willing to work in corporation with others to achieve a common goal

**Agility:** dynamic and a possibility-oriented thinking

**Service Culture:** prioritizing customer service in all business activities, decisions and every day operations

**Communication:** continuous exchange of knowledge, information and ideas in order to clarify, persuade, influence, engage and build trust

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

**Change Agent:** proactively identifying and driving change in their area; strong change manager  
**Conflict Resolution:** mediate and resolve issues within 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

- Collaboration
- Problem solving
- Interpersonal skills
- Conflict resolution
- Follow-through
- Communication

### Functional Competencies (Technical)

- International Relations
- Stakeholder Management
- Communications skills
- Events Management /Coordination
- Data Analytics

## 7. Values

- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy

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