

Revenue Services

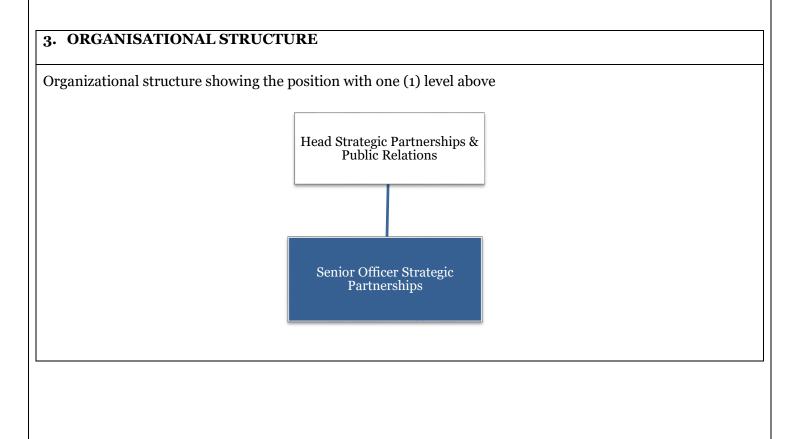
Lesotho

JOB PROFILE

1. JOB DESCRIPTION		
Job Title:	Senior Officer Strategic Partnerships	
Work Location:	RSL Head Office	
Division:	CG's Office	
Paterson Grade: C3	Last reviewed: April 2024	

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.



4. KEY RESPONSIBILITIES		
Key Performance Areas	Duties and Responsibilities:	
Strategic Partnership Coordination	 Coordinate establishment of strategic partnerships with stakeholders for mutual understanding of both parties' needs and requirements. Maintain relationships by implementing agreed strategies, frameworks and programs and keeping effective communication channels. Implement a stakeholder management framework and strategy and supporting processes and structures for the RSL. Facilitate strategic engagement forums and make follow ups for participation and implementation of the resolutions/agreements. Develop, implement and evaluate the effectiveness of the strategic partnerships, strategies and plans and recommend appropriate interventions. Communicate and liaise with strategic partners using appropriate methods to facilitate sustainable relationships. Keep abreast with legislation and guidance relevant to the partnership and policy agenda. Communicate with divisions to profile and identify potential strategic partners to be engaged by the RSL and update the database continuously. Coordinate strategic partnership meetings for development and review of RSL MOUs and safekeep the agreed documents. 	

International Coordination	> Maintain international relations of the RSL by facilitating
	events and meetings between the Revenue Service and other
	international organizations.
	> Coordinate participation of the RSL in the international
	forums/ mission and study tours
	➢ Facilitate contact and communication regarding
	international relations and protocol issues.
	➢ Facilitate payment of International Subscription Fee.
Reporting	Provide monthly and quarterly reports on implementation of
	unit initiatives for accountability and performance
	monitoring.

5.	Work Conditions	
≻	Travelling	
≻	Electronic mail	
≻	Extended hours	
≻	➤ Meetings/Conferences	
≻	Indoor work	

6. JOB SPECIFICATIONS

1. Education (Minimum education level requirements)

Qualifications	Bachelor's Degree in International Relations /Stakeholder Management /Public Relations/Communications or any related Social Science Degree

2. Experience (minimum necessary experience required)

Degree	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	
Any related	Five (5) years' work experience in stakeholder management, preferably in a	
Social Science	Public or International Organisation, three (3) of which must be experience	
Degree	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