



Revenue Services
Lesotho

JOB PROFILE

1. JOB DESCRIPTION

Job Title:	Head Corporate Planning and Strategy
Work Location:	RSL Head Office
Division:	CG's Office
Grade: D4	Last reviewed: June 2026

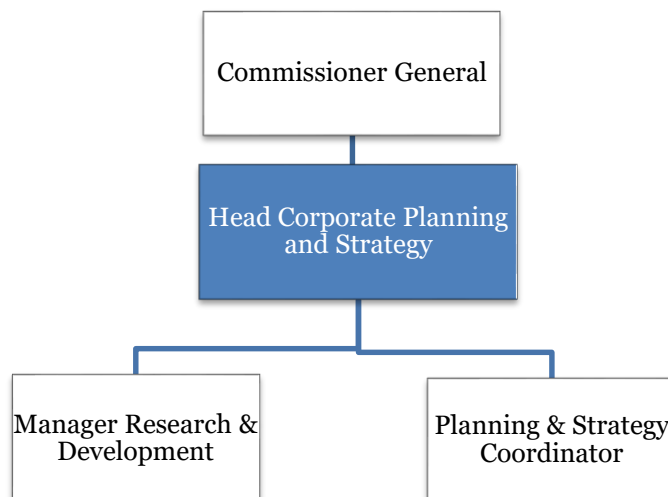
2. JOB PURPOSE

To lead the organisation's strategic intelligence, corporate planning, research, and performance management ecosystem by integrating data, digital technologies, advanced analytics, and artificial intelligence (AI) into strategy development, execution, and evaluation.

The role ensures evidence-based real-time decision-making, drives organisational performance, and enables adaptive, forward-looking strategy execution in a rapidly evolving digital and economic environment.

3. ORGANISATIONAL STRUCTURE

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



4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
<p>Strategic Leadership and Foresight</p>	<ul style="list-style-type: none"> ➤ Lead the development and continuous refinement of the Organisation’s long-term strategy and corporate plans ➤ Embed data-driven and AI-supported decision-making into strategic processes ➤ Drive scenario planning, predictive modelling, and strategic foresight ➤ Establish early warning systems to identify emerging risks and opportunities ➤ Promote agile and adaptive strategy cycles responsive to real-time insights.
<p>Leadership And Management</p>	<ul style="list-style-type: none"> ➤ Maintain collaborative leadership within the Corporate Planning & Strategy Department towards achievement of staff engagement and motivation. ➤ Provide guidance and support to the direct reports in the implementation of Revenue Service’s operations in a manner that ensures achievement of 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 Revenue Service.
- Manage individual performance of direct reports through setting performance targets and undertaking regular assessments.
- Facilitate capacity building of staff in Corporate Planning & Strategy department in planning and strategy monitoring and evaluation.
- Collaborate with Human Capital Management (HCM) to continually look for leading-edge and innovative solutions to the recruitment, capacitation and retention of the Corporate Planning & Strategy workforce to achieve a culture of integrity, ethics and governance objectives.
- Develop and control annual operating and capital expenditure budget for Corporate Planning & Strategy to ensure it is consistent with overall strategic objectives of the Revenue Service and is within plan.
- Participate in the development of data management policies and processes through appointment of business and operational data stewards and account for Critical Data Element by specifying business requirements on data and data quality.

Corporate Planning & Strategy Execution

- Oversee the design and implementation of integrated planning frameworks.
- Ensure alignment of divisional and departmental plans with corporate strategy.
- Develop and manage strategy execution frameworks and tools.
- Facilitate structured strategy review and performance dialogue sessions on quarterly basis.
- Identify and determine strategic baselines to facilitate strategy development.
- Provide support and coaching to divisions in the implementation of divisional plans through capacitation on strategic management.

<p>Monitoring, Evaluation & Performance Intelligence</p>	<ul style="list-style-type: none"> ➤ Lead the implementation of a modern, real-time corporate performance management system. ➤ Transition from traditional reporting to continuous performance intelligence. ➤ Integrate AI and advanced analytics into performance monitoring. ➤ Provide timely insights to inform strategy adjustment and decision-making. ➤ Provide CG and Executive Management with strategic outcomes dashboards for performance measurement. ➤ Identify obstacles in performance that impact on the successful execution of strategic initiatives and design appropriate solutions.
<p>Research, Innovation & Behavioral Insights</p>	<ul style="list-style-type: none"> ➤ Define and drive a forward-looking research and innovation agenda. ➤ Lead development of research proposals, methodologies and overall research design. ➤ Lead the application of advanced analytics, predictive and prescriptive modelling, behavioural science and insights. ➤ Translate research outputs into practical, actionable policy and strategy insights. ➤ Leverage internal and external data sources to support evidence-based decisions.
<p>Revenue Analysis, Forecasting & Strategic Insights</p>	<ul style="list-style-type: none"> ➤ Lead advanced revenue modelling and forecasting using data analytics. ➤ Develop scenario-based simulations to support policy and planning decisions. ➤ Provide integrated views of Revenue performance, Economic trends, and Compliance patterns. ➤ Deliver predictive and prescriptive insights to executive leadership.

Executive Advisory & Decision Support	<ul style="list-style-type: none"> ➤ Provide the Commissioner General and Executive Management with strategic intelligence reports, forecasts and risk analysis, and performance insights. ➤ Develop interactive executive dashboards and decision-support tools. ➤ Translate complex data into clear, actionable recommendations.
Policies, Systems and Control	<ul style="list-style-type: none"> ➤ Lead the development of Planning & Strategy policies, systems, processes and procedures.
Reporting	<ul style="list-style-type: none"> ➤ Provide monthly and quarterly reports on implementation of Planning & Strategy Department strategy and departmental initiatives for accountability and performance monitoring. ➤ Lead the development and production of integrated reporting process.

5. Work Conditions

- Indoor Work
- Meetings
- Extended hours
- Electronic mail
- Travelling

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Qualifications	Masters' Degree in Economics/ Statistics/ Data Science/ Strategy/Monitoring & Evaluation/ Research and Development or related field
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2. Experience *(minimum necessary experience required)*

Five (5) years' work experience in strategy, research or monitoring and evaluation, three (3) of which must be in management.

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

- Strategy and performance management
- Data Analytics and business intelligence
- Leadership or management development programs
- Monitoring & Evaluation
- Artificial Intelligence (AI) and digital transformation (advantage)
- Research Methodologies and behavioral insights

4. Senior 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 every day 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

Strategic Thinker ability to solve strategic problems that combine rational and convergent approaches with both innovation and a differentiated thought process

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 will be added advantage

6. Core Competencies

Behavioral Competencies

- Collaboration and relationship management
- Problem solving and decision making
- Effective communication skills (data storytelling)
- Critical / Analytical thinking
- Adaptability and continuous learning

Functional Competencies (Technical)

- Strategic foresight and systems thinking
- Digital and data leadership
- Innovation and change leadership
- Results-driven and accountable leadership
- Collaborative and stakeholder-oriented leadership
- Monitoring & Evaluation (modern techniques)
- Corporate strategy and planning
- Research design and methodology
- Data Analytics and interpretation
- Performance management systems

7. Values

- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy