SF/GF/2496/2026

Circular No. HR/MFG 1/2026

Ministry for Gozo
Corporate Services Directorate
People Management Unit
St Francis Square
Victoria, Gozo
Malta

Date: 13th November 2026

To: Permanent Secretaries
Directors-General
Directors
Heads of Public Sector Organisations

Post of Senior Customer Care Officer in the Ministry for Gozo

Nomenclatures denoting the male gender include also the female gender.

1. The Permanent Secretary, Ministry for Gozo invites applications for the post of Senior Customer Care Officer in the Ministry for Gozo.

Terms and Conditions

2.1 This appointment is subject to a probationary / trial period of twelve (12) months.

2.2 The salary for the post of Senior Customer Care Officer is Salary Scale 10, which in the year 2026 is equivalent to, €27.055.98 per annum, rising by annual increments of €407.67 up to a maximum of €29,502.00.

2.3 A Senior Customer Care Officer will progress to Scale 9 (€28,701.02 x €447.33 - €31,385.00 in the year 2026) on completion of two (2) years service in the grade, subject to satisfactory performance.

2.4 A Senior Customer Care Officer in Salary Scale 9 will progress to Scale 8 (€30,405.02 x €486.83 - €33,326.00 in the year 2026) on completion of four (4) years of satisfactory service in Salary Scale 9.

2.5 A Senior Customer Care Officer in Salary Scale 8 will continue to progress to Scale 7 (€32,158.00 x €531.17 - €35,345.02 in the year 2026) after a further four (4) years of satisfactory service in Salary Scale 8.

2.6 The appointees shall also be entitled to an annual performance bonus of up to 10% of the basic salary, subject to satisfactory performance, and a payment of an annual class allowance of €750, subject to Central Administration's policies in force from time to time.

2.7 In terms of the requirements emanating from Directive 16, regarding the "Governing Framework for Preventing and Managing Conflicts of Interest in the Public Administration", issued by the Principal Permanent Secretary on 27th November 2023 and which came into force on 1st February 2024, the Selection Board will assess candidates' previous employments to assess potential conflicts of interest. In this respect, candidates are to provide a completely updated CV, including qualifications and employment history with their application. Any potential conflict of interest matters noted will be reported to the respective Permanent Secretary, to ensure that should the candidate be recruited, such conflicts of interest would be appropriately managed.

Moreover, selected candidates are to report any known actual, potential or apparent conflicts of interest prior to

accepting an appointment, through the prescribed Declaration available at Appendix 1 to Directive 16 (available here).

Duties

3. The job duties for the post of Senior Customer Care Officer may be viewed in Annex A attached to this Circular.

Eligibility Requirements

4.1 By the closing time and date of this call for applications, applicants must be Public Officers in the Malta Public Service or Public Officers in the Malta Public Service on loan/detailed with/deployed with/on attachment to Public Sector organizations.

In addition applicants must be:

(i) able to communicate in the Maltese and English languages in order to sufficiently and adequately carry out the duties applied for;

AND

(ii) a. in possession of a recognised Bachelor's degree at MQF Level 6 (subject to a minimum of 180 ECTS credits, or equivalent*) in Public Administration or Business Administration or Management or Communications or Social Policy or Hospitality Management or in relevant areas determined by the Management.

*A recognised comparable Bachelor's Qualification, as applicable, is only accepted subject to an MQRIC formal recognition statement being submitted with the application (subject to the provisions of clause 5.4 of the General Provisions document). A recognised Bachelor's qualification from the University of Malta (awarded pre-2009) with less than 180 ECTS credits is acceptable provided that it is verified by MQRIC or the University of Malta that the workload is comparable to the minimum of 180 ECTS credits.

OR

(ii) b. who are Customer Care Officers who have at least ten (10) years experience in the Customer Care Stream.

Short courses leading to awards, as distinct from qualifications, do not have the required number of ECTS credits at the respective MQF level and, hence, will not be considered for eligibility purposes.

Public Officers applying for this post must be confirmed in their current appointment, unless the current appointment is in a different class/career stream or in a definite position, but may apply for a lower grade/position even if not confirmed and whether in the same stream or not. Reversion to previous unconfirmed appointment is not possible.

4.2 Public Officers holding a grade in a particular stream, and who were granted Officer in Scale status by virtue of a Grievances Unit decision in the same scale as that of a higher grade in that stream, are eligible to apply for grades open to officers holding such higher grade within the stream that carries the same scale as that of the Officer in Scale status.

The years of service since the effective date of appointment as Officer in Scale are reckonable for the purpose of satisfying any requisite years of service stipulated in calls for applications.

Any other eligibility requisites for the post must be met in terms of this call for applications.

4.3 Public officers who currently hold an appointment as Officer in Grade are considered on a personal basis to pertain to the Class/Stream of their immediately previous substantive grade, and may apply on the basis of their current scale as Officer in Grade, which must be equivalent to, or higher than, the requisite eligibility level required by this call for applications.

The years of service since the effective date of appointment as Officer in Grade are reckonable for the purpose of satisfying any requisite years of "service in the grade" as stipulated in calls for applications.

Any other eligibility requisites for the post/position must be met in terms of this call for applications.

4.4 (i) Candidates who have not yet formally obtained or are not yet approved for the qualification specified in paragraph 4.1 (ii) a or else as indicated in paragraph 3.1 of the general provisions https://peopleandstandards.gov.mt/media/PDFs/Resourcing/GenProvs/GeneralProvisions_ENG.pdf will still be considered provided that they submit evidence that they are in the final phase of their course leading to such qualification. Appointees must obtain, or be approved, for the award of such **qualification within one year of their appointment date.** If this stipulated deadline for the attainment of such said minimum qualification is not met, the appointment will be, for this reason, revoked.

(ii) Furthermore, candidates who are currently following a recognised programme of study at a higher MQF level than that requested above will also be considered. Such candidates are to submit evidence that they have successfully completed the necessary ECTS credits, or equivalent, and attained the required MQF level, by the closing time and date of the call for applications. Prospective applicants should note the requirement to produce MQRIC recognition statements in respect of their qualifications from MQRIC, or other designated authorities, as applicable, as per provisions applicable to this call for applications (see link below).

https://peopleandstandards.gov.mt/media/PDFs/Resourcing/GenProvs/GeneralProvisions_ENG.pdf

4.5 Public officers who are ordinarily resident in Gozo but currently working in Malta, and who hold the same substansive grade as that being advertised, may apply laterally. If selected, such public officers will be permanently assigned to work in Gozo, carrying their respective grade, salary entitlement and salary point, including entitlement to increments, any progression, and promotion tied to the post. It is clarified that such candidates will not be awarded additional marks in the selection process for the possession of any qualifications which are an eligibilty requirement as stated in this call for applications.

Submission of Supporting Documents

5.1 Qualifications and experience claimed must be supported by certificates/transcripts and/or testimonials, copies of which are to be scanned and sent through the Recruitment Portal (https://recruitment.gov.mt).

5.2 Original certificates and/or testimonials are to be invariably produced for verification at the interview.

Selection Procedure

6.1 Eligible applicants will be assessed by a Selection Board to determine their suitability for the post. The maximum mark for this selection process is 100% and the pass mark is 50%.

6.2 Due consideration will be given to applicants who, besides the requisites indicated in paragraphs 4.1 to 4.5, have proven relevant work experience.

Submission of Applications

7.1 Applications are to be submitted, for the attention of the Corporate Services Directorate, Ministry for Gozo through the Online Government Recruitment Portal **only** on https://recruitment.gov.mt. Applications are to include a Curriculum Vitae, completely up-to-date (which should include a list of qualifications held by the applicant and the employment history). The closing date of the receipt of applications is **5.15 pm (Central European Time) of Friday, 27th November, 2026.** A computer-generated e-mail will be sent as an acknowledgement of the application. Further details concerning the submission of applications are contained in the general provisions referred to below.

7.2 It is the responsibility of the applicants not to leave until the last moment for submission of their application.

7.3 Applications which are received after closing date and time (i.e. late applications) are not allowed.

7.4 Applicants are granted up to two (2) working days after closing date and time of this call for applications, to submit any incorrect or or incomplete or missing documents.

Other General Provisions

8. **Other general provisions concerning this call for applications, with particular reference to:**

- applicable benefits, conditions and rules/regulations;
- lateral applications;
- reasonable accommodation for registered persons with disability;
- submission of recognition statements in respect of qualifications;
- qualifications at a higher level;
- comparative level of public sector employees;
- renouncement of pending applications;
- publication of the result;
- medical examination;
- the process for the submission of petitions concerning the result;
- access to application forms and related details;
- retention of documents;

may be viewed by accessing the address https://peopleandstandards.gov.mt/media/PDFs/Resourcing/GenProvs/GeneralProvisions_ENG.pdf or may be obtained from People Management Unit at the Corporate Services Directorate, Ministry for Gozo, St Francis Square, Victoria Gozo. These general provisions are to be regarded as an integral part of this call for applications.

The website address and e-mail address of the receiving Directorate are http://gozo.gov.mt and recruitment.mfg@gov.mt.

Mario Borg
Permanent Secretary
Ministry for Gozo

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