

Office of the Deputy Prime Minister and Ministry for Health

Post of Customer Care Officer in the Office of the Deputy Prime Minister and Ministry for Health

Nomenclatures denoting the male gender include also the female gender.

1. The Director General (People Management), Office of the Deputy Prime Minister and Ministry for Health invites applications for the Post of Customer Care Officer in the Office of the Deputy Prime Minister and Ministry for Health.

Terms and Conditions

2.1 This appointment is subject to a probationary/trial period of six (6) months.

2.2 The salary for the post of Customer Care Officer is Salary Scale 12, which in the year 2026 is equivalent to, €23,816.00 per annum, rising by annual increments of €354.00 up to a maximum of €25,940.00.

2.3 A Customer Care Officer will progress to Scale 11 (€25,435.00 x €375.17 - €27,686.02) on completion of four (4) years satisfactory service in Salary Scale 12.

2.4 A Customer Care Officer (Salary Scale 11) will further progress to Salary Scale 10 (€27,055.98 x €407.67 - €29,502.00 in 2026) after four (4) years of satisfactory service in Salary Scale 11.

2.5 Appointees will also be entitled to the payment of an annual class allowance of €500, subject to Central Administration's policies in force from time to time.

2.6 Selected candidates must be of conduct which is appropriate to the post/position applied for. Prior to appointment, selected candidates from outside the Public Service must produce a Certificate of Conduct issued by the Criminal Records Office or other competent authority not earlier than six (6) months from the closing date of this call for applications, which should be submitted by the selected candidate within one (1) week from the date of the notification of appointment.

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 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:

- i. a. citizens of Malta; or
- b. citizens of other Member States of the European Union who are entitled to equal treatment to Maltese citizens in matters of employment by virtue of EU legislation and treaty provisions dealing with the free

- movement of workers; or
- c. citizens of any other country who are entitled to equal treatment to Maltese citizens in matters related to employment by virtue of the application to that country of EU legislation and treaty provisions dealing with the free movement of workers; or
- d. any other persons who are entitled to equal treatment to Maltese citizens in matters related to employment in terms of the law or the above-mentioned EU legislation and treaty provisions, on account of their family relationship with persons mentioned in paragraph (a), (b) or (c); or
- e. third country nationals who have been granted long-term resident status in Malta under regulation 4 of the "Status of Long-Term Residents (Third Country Nationals) Regulations, 2006" or who have been granted a residence permit under regulation 18(3) thereof, together with family members of such third country nationals who have been granted a residence permit under the "Family Reunification Regulations, 2007"; or
- f. in possession of a residence document issued in terms of the "Residence Status of United Kingdom Nationals and their Family Members in Malta in accordance with the Agreement on the Withdrawal of the United Kingdom and Northern Ireland from the European Union and the European Atomic Energy Community Regulations".

The advice of the Citizenship Unit within Community Malta Agency and the Expatriates Unit within Identity Malta should be sought as necessary in the interpretation of the above provisions.

The appointment of candidates referred to at (b), (c), (d) and (e) above would necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.

- ii. able to communicate in the Maltese and English language in order to sufficiently and adequately carry out the duties applied for;

AND;

- iii. Candidates in possession of a relevant full qualification at MQF Level 4 (subject to a minimum of 120 ECTS credits, or equivalent*) in Management or Leadership or Communications or Customer Care or Public Administration or in relevant areas as may be determined by Management from time to time;

*A recognised qualification comparable to 120 ECTS credits, 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).

OR

- iv. Customer Care Assistants in Salary Scale 13 with at least ten (10) years of relevant experience.

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 i. Candidates who have not yet formally obtained or are not yet approved for the qualification specified in paragraph 4.1 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 qualification is not met, the appointment will be, for this reason, automatically terminated.

- 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).

4.3 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.

4.4 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

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 - 4.4, have proven relevant work experience.

Submission of Applications

7.1 Applications are to be submitted, for the attention of the People Management Division, Office of the Deputy Prime Minister and Ministry for Health, 15, Palazzo Castellania, Merchant street, Valletta, VLT 1171. Applications are to include a Curriculum Vitae (which should include a list of qualifications held by applicant). The closing date of the receipt of applications is **1.30 pm** (Central European Time) of Friday, 24th July, 2026. Applications can also be submitted through the Online Government Recruitment Portal on <https://recruitment.gov.mt> by the said closing time and date of this call for applications. 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 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 Division, Office of the Deputy Prime Minister and Ministry for Health, 15, Palazzo castellania, Merchant Street, Valletta, VLT 1171. 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 Division are <https://health.gov.mt> and recruitment.health@gov.mt

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f / Permanent Secretary