

Malta Public Service

Post of Customer Care Assistant in the Malta Public Service

Nomenclatures denoting the male gender include also the female gender.

1. The Permanent Secretary (People and Standards), Office of the Prime Minister invites applications for the post of Customer Care Assistant in the Malta Public Service.

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 Assistant is Salary Scale 15, which in the year 2025 is equivalent to, €18,188.00 per annum, rising by annual increments of €298.00 up to a maximum of €19,976.00.

2.3 A Customer Care Assistant in Salary Scale 15 will progress to Scale 14 (€19,591.02 x €316.83 - €21,492.00 in the year 2025) on completion of four (4) years service in the grade of Customer Care Assistant in Salary Scale 15, subject to satisfactory performance .

2.4 A Customer Care Assistant in Salary Scale 14 will continue to progress to Scale 13 (€21,042.00 x €335.50 - €23,055.00 in the year 2025) after four (4) years satisfactory service as Customer Care Assistant in Salary Scale 14, subject to satisfactory performance.

2.5 A Customer Care Assistant who becomes in possession of a full qualification at MQF Level 5 shall be placed as Customer Care Officer in Salary Scale 12 (€22,526.00 x €354.00 - €24,650.00 in the year 2025) upon the presentation of the necessary documentation, and continues to progress accordingly.

2.6 A Customer Care Assistant will be entitled to the payment of a Class Allowance of €350 per annum.

2.7 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.

2.8 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 Assistant 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 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 languages in order to sufficiently and adequately carry out the duties applied for;

AND

- iii. a. in possession of a pass (at least at Grade 5 in the case of SEC examinations, and Grade C or 4 in the case of Edexcel (London) examinations or a comparable level) in five (5) subjects at MQF Level 3 or higher or recognised comparable qualifications/certificates, and a certificate in IT Office Application Skills (*);

* It is clarified that reference to IT Office Application Skills, covers any successfully completed course organized by the Institute for the Public Services (IPS) or accredited by ICDL Malta (previously ECDL Malta) or the Malta Further and Higher Education Authority (MFHEA).

OR

- b. Public Officers in a Salary Scale not higher than Salary Scale 16 and who are in possession of a pass (at least at Grade 5 in the case of SEC examination, and Grade C or 4 in the case of Edexcel (London) examinations or a comparable level) in three (3) subjects at MQF Level 3 or higher, or recognised comparable qualifications/certificates;

OR

- c. in possession of a pass (at least at Grade 5 in the case of SEC examinations, and Grade C or 4 in the case of Edexcel (London) examinations or a comparable level) in one (1) or more subjects at MQF Level 3 or higher or recognised comparable qualifications/certificates, a certificate in IT Office Application Skills (*), and five (5) years relevant related experience which is to be backed up by documentations which may also include testimonials and/or recommendation letters.

*It is clarified that reference to IT Office Application Skills, covers any successfully completed course organized by the Institute for the Public Services (IPS) or accredited by ICDL Malta (previously ECDL Malta) or the Malta Further and Higher Education Authority (MFHEA).

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://publicservices.gov.mt/en/people/Documents/Recruitment_GenProvs/General%20Provisions_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 Director General (People Resourcing and Compliance), People and Standards Division, Office of the Prime Minister, through the Online Government Recruitment Portal **only** at the following address: <https://recruitment.gov.mt>. Applications are to include a Curriculum Vitae, completely up-to-date (which should include a list of qualifications held by applicant and the employment history). The closing date of the receipt of applications is **5.15 pm (Central European Time) of Monday, 22nd December, 2025**. A computer-generated email 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://publicservices.gov.mt/en/people/Documents/Recruitment_GenProvs/General%20Provisions_ENG.pdf or may be obtained from the Director General (People Resourcing and Compliance), People and Standards Division, Office of the Prime Minister, 3 Castille Place, Valletta. 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 Department/Division/Directorate are (<https://publicservice.gov.mt/en/people/Pages/Home.aspx>) and (prc.opm@gov.mt).